

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SNS STAFFING COORDINATOR SCHOOL NUTRITION SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs technical, administrative, and managerial work to provide leadership for staffing and other human resource activities of the School Nutrition Services Department. Work involves serving in a mentoring role for the department in order to provide resources, information, and direction to facilitate the success of site-base cafeteria personnel. Position is responsible for setting protocol, providing training, establishing audit procedures, and monitoring performance of site-based managers and support personnel. Position is expected to develop site-based managers and support personnel to become independent thinkers and to use sound judgment (based on SNS standards and protocol) in solving day-to-day problems by directing them to the appropriate resources. Reports to the appropriate supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Ensures that all department human resource and payroll activities are done in accordance with local, state, and federal laws, policies and procedures.

Completes reports and forms needed by Administrative Services or Payroll from SNS.

Establishes and maintains effective communication with appropriate Personnel and Payroll staff members.

Develops, implements, and uses screening criteria to identify team-supportive and service-oriented job applicants.

Develops and implements advertising and recruiting methods to effectively promote department employment opportunities.

Analyzes and uses data to improve existing programs and to plan new programs.

Develops and implements protocol, training, and assessment for assigned areas.

Establishes audit procedures to monitor performance and provides follow-up with staff who do not meet SNS standards.

Interviews or coordinates the interview of SNS job candidates; ensures that appropriate paperwork is obtained and/or completed when nominating for hire desired candidates or encouraging applicants to serve as department substitutes.

Establishes and maintains effective communication with appropriate internal and external

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departments.

Establishes and maintains an assessment system to monitor recruitment, selection, performance, and retention of employees.

Develops employee performance criteria and positive reinforcement incentives for all categories of employees within SNS.

Performs investigations with the director with respect to policy and procedure negligence by employees. Prepares documentation for the director and HR with respect to employee negligence and consults the director and HR as to possible disciplinary solutions.

Trains and consults supervisors as to employee negligence issues. Acts as a mentor to supervisors with respect to disciplinary actions, writing and preparing documentation, etc.

Prepares EEAs and PS-32s for the director's approval.

Evaluates and works with the director with respect to job descriptions. Helps amend/create/alter job descriptions as needed. Works with supervisors to evaluate/amend job descriptions as needed.

Compares staffing in each cafeteria with department staffing standards to determine if changes in staff need to be made.

Supervises Administrative Technicians with respect to payroll maintenance, reporting, and data keeping. Establishes work timelines for technicians, evaluates their work quality, and reports to the director their progress.

Provides staff training for time management system. Assists supervisors with data analysis from the time management system.

Acts as a liaison with Payroll with respect to the time management system. Helps trouble-shoot time management system issues and provides solutions to unique time management situations.

Establish and maintain effective communication with community agencies that have potential job applicants, and with school system departments that provide training needed by staff.

Establishes and maintains employee files that record basic information, training logs, performance evaluations and aspirations for promotions.

Serves as a liaison to facilitate the cafeteria manager's success. Serves as a mentor and communication link that encourages managers to request assistance from the appropriate SNS team member and who helps managers identify available resources.

Attends seminars, conferences, workshops, classes, lectures, etc., as appropriate, to enhance and maintain knowledge of trends and developments in the field of food services administration; reviews professional journals, attends association and professional meetings, and otherwise

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maintains contacts with food services professionals to facilitate exchange of information.

ADDITIONAL JOB FUNCTIONS

Supports, assists and serves in leadership role in activities sponsored by the Guilford County, North Carolina and American School Food Service Association.

Is on-call to handle emergency situations.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in food services management, nutrition, human resources, or a related field, and 3 to 5 years of experience in food service management, human resource management, or a related field, with some experience in a leadership role preferred; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, copiers, adding machines, etc. Must be able to exert up to 50 pounds of force occasionally, up to 10 pounds of force frequently and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects. Physical requirements are consistent with those for Light to Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, manuals, schedules, applications, journals, etc. Requires the ability to prepare correspondence, reports, forms, evaluations, procedures, manuals, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including personnel, food service management and customer service terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the principles of algebra.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment and hand tools. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the principles and practices of food service administration, team building, and customer service.

Considerable knowledge of the principles of leadership, organization and administration.

Considerable knowledge of the ethical guidelines applicable to the position as outlined by professional organizations and/or federal, state and local laws, rules and regulations.

Considerable knowledge of the current literature, trends, methods and developments in the area of food service administration, human resource management, customer service and team building.

General knowledge of school system personnel policies.

General knowledge of local, state, and federal rules and regulations regarding the preparation and delivery of meals to students in the school community.

General knowledge of the principles and practices of public relations work.

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Skill in counseling and developing staff.

Ability to set goals, strategies, and priorities that are clear, challenging and relevant to purpose.

Ability to plan, develop, and implement effective programs and systems.

Ability to travel to and from schools and administrative offices independently.

Ability to evaluate existing programs and procedures and make recommendations for improvement.

Considerable knowledge of the use of computers to process, record, transmit, and analyze data.

Ability to set priorities and allocate time so that tasks are completed and deadlines are met in a timely manner.

Ability to accurately interpret state and federal regulations and school policies.

Ability to use common office machines and popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to maintain complete and accurate records and statistics and to develop meaningful reports from that information.

Ability to develop and administer budgets.

Ability to make oral presentations before large groups of people.

Ability to effectively express ideas orally and in writing.

Ability to exercise considerable tact and courtesy in frequent contact with the public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to build team spirit, inspire cooperation in others, and to encourage team members to accomplish work assignments even under difficult conditions.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.