

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: SUPERVISOR - SNS OPERATIONS SCHOOL NUTRITION SERVICES DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under limited supervision, performs technical, administrative, and managerial work to provide leadership and ensure that School Nutrition Services (SNS) meets its mission and goals. Work involves supervising and leading a team of school cafeteria managers and serving in a mentoring role for the department in order to provide resources, information, and direction to facilitate the success of site-based 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. Work also involves coordinating, overseeing, and providing leadership for a specialty area within the School Nutrition Services Department. Reports to the Director – School Nutrition Services.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

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.

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.

Develops, through team decisions, programs and systems for preparing and delivering quality meals and providing gracious customer service.

Provides on-site leadership to managers and staff.

Ensures that all cafeteria operations activities are in accordance with local, state and federal laws, policies, guidelines and procedures.

Advises and assists cafeteria managers and staff in resolving problems as non-routine situations arise; confers with other section leaders and director, to resolve more complex problems; assesses and recommends proper staffing; meets with managers and staff members as needed.

## **SUPERVISOR – SNS OPERATIONS**

Makes recommendations for routine and non-routine personnel matters affecting assigned staff members. Approves or disapproves requests for annual and sick leave, appraises and recommends discipline for subordinate staff, and submits such records and reports as required by department management.

Performs job performance evaluation of assigned cafeteria managers.

Leads managers to establish effective communication with principals, faculty and staff to improve cafeteria customer service.

Leads manager meetings to disburse and gather information, and to identify means to improve the effectiveness of individual cafeterias.

Establishes and maintains effective communication with school principals, Guilford County Health Department, Fire Marshal, Maintenance and Transportation Services. Monitors cafeteria inspection reports and identifies procedures to resolve identified problems or deficiencies.

Gives input in the development of SNS protocols to ensure that protocols assist site-based cafeteria personnel to successfully complete their job responsibilities.

Monitors appropriate department data to ensure that protocols are being followed and to gain insight into areas where modification of protocol or additional training is needed.

Reviews architectural drawings for new and renovated kitchens; makes recommendations to improve ease of operations and efficiency; ensures facility is properly cleaned and ready for opening.

Provides input in the development of school district menus, food service product specifications, and department calendar of events and deadlines.

Coordinates, oversees, and provides leadership for one of the following areas: a) at-risk student services and community liaison, b) community meals and dining facilities, c) customer service and safety, or d) food production and sanitation (e) summer feeding programs.

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

## **SUPERVISOR – SNS OPERATIONS**

### **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, business, or a related field, and 3 to 5 years of experience in food service 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.

### **SPECIAL REQUIREMENT**

Must hold a valid NC Driver's License

### **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, frying vats, stoves, convection ovens, chef's tools, 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, invoices, requisitions, 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.

## **SUPERVISOR – SNS OPERATIONS**

**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.

**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, team building 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 and kitchen 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**

Thorough 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 nutritional and dietary needs of school children.

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

General knowledge of fiscal regulations regarding accounting of public nutrition programs.

## **SUPERVISOR – SNS OPERATIONS**

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, food production and delivery, and USDA food and feeding programs.

General knowledge of school system personnel policies.

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

General knowledge of the use and care of large kitchen equipment.

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

Skill in counseling and developing staff.

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

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

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

Ability to exercise independent judgment and to use initiative when responding to emergencies, resolving problems and making improvements in the cafeteria operation.

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

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

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.

## **SUPERVISOR – SNS OPERATIONS**

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

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.

Skilled in motivating cafeteria staff members to follow school's, local, state and federal rules, regulations, policies and procedures and in ensuring that cafeteria managers meet expectations.

Skilled in leading cafeteria managers to provide quality meals and friendly service appropriate to a public school environment.

### **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.