

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: MANAGER, FOOD SERVICES**

### **DEFINITION**

Under general direction, plans, organizes, and manages District food service operations, either directly or through a contracted service provider; trains, supervises, and evaluates the performance of food services staff; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Superintendent/Vice President, Business and Financial Affairs. Provides direct and general supervision to assigned staff.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

1. Directly or through a contracted service provider: plans, organizes, and manages food services operations, including Student Union, catering, cafés, and concessions; ensures the proper preparation, display, and service of food and sanitation of food service area; oversees purchasing of food and supplies; determines best sources based on pricing, availability, quality, and other criteria; confers with faculty and staff concerning catering and special food requests, providing information on pricing and set-ups; resolves problems with vendors or suppliers.
2. Participates in the selection of new classified staff for assigned areas of responsibility; trains, motivates, and evaluates assigned staff; provides or coordinates staff training; coaches staff toward improved performance; recommends and implements discipline and termination procedures; responds to staff questions and concerns; makes employment decisions concerning temporary and student employees.
3. May administer service contracts by representing the interests of the District, monitoring and reviewing the work of service providers to ensure compliance with the terms of their contracts and achievement of performance targets, and resolving service delivery issues with providers.
4. Develops and administers annual food services budget; monitors and analyzes sales figures and projections, expenses, customer counts, operating statements, and related data to optimize the cost-effectiveness of food service operations.
5. Ensures the use of District accounting methods and procedures; supervises the maintenance and preparation of sales and receiving reports, invoices, inventory records, purchase orders, and other financial records related to food service operations; approves invoices for payment and signs checks according to established procedures.
6. Leads the creation, development, and implementation of Administrative Unit Outcomes.
7. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned unit, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to the Vice President, Business and Financial Affairs.
8. Supervises practicum students and certifies students' completion of learning objectives.
9. Plans, coordinates, and carries out special projects as assigned; attends meetings as necessary.
10. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Performs related duties as assigned.

## QUALIFICATIONS

### **Knowledge of:**

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of quantity food preparation and food merchandising.
- Health and safety rules and regulations pertaining to food establishments, including sanitation and maintenance regulations.
- Basic business management principles.
- Principles and practices of inventory management.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Principles and practices of financial record keeping, including contracts, purchasing, and cash handling.
- Principles and practices of contract administration.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Basic arithmetic.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles and practices of record keeping.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

### **Ability to:**

- Provide professional leadership and direction for the assigned program areas.
- Develop and implement goals, objectives, policies, procedures, and work standards for assigned program areas.
- Develop and monitor budgets and effectively utilize resources.
- Plan well-balanced, nutritional, and appetizing menus within budgetary limitations.
- Use and care for institutional food preparation equipment and utensils.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Respond to and effectively prioritize multiple priorities and requests for service.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.

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- Make accurate arithmetic calculations.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by formal training or education in culinary arts, food service management, or related field **AND** one (1) year of professional supervisory experience, **PLUS** five (5) years of increasingly responsible experience in quantity food preparation, preferably in an institutional setting.

**LICENSES AND CERTIFICATIONS:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

Possession of a valid certification in safe food handling.

**DISTRICT VALUES**

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

**PHYSICAL DEMANDS**

Must possess mobility to work in an office and food preparation and service setting and use standard office equipment, including a computer; visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Incumbent performs work in an office and in a kitchen; standing and walking between work areas is regularly required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbent must regularly bend, stoop, climb, and kneel in the performance of work duties. Incumbent must possess the ability to lift and carry materials and objects weighing up to 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbent typically works in an office or kitchen environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Work in an outdoor setting is occasionally required.