

JOB TITLE: Food Service Manager

DEPARTMENT: Food Service

LOCATION: Union Campus

REPORTS TO: Vice President, Finance & Administration

FLSA: Exempt

LEVEL: 202

DATE: 3/26/2018; 09/30/2009

POSITION SUMMARY: This position is responsible for the day-to-day operational functions of the college cafeteria including direct supervision of cafeteria personnel, cafeteria inventory, policy and customer service.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of high school/GED; over three years food service related experience; Servsafe certification

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Plan and prepare weekly menu (breakfast, lunch, evening), store (date, label) supplies, and serve food.
- Ensure food items are stored in a safe and hazard free environment.
- Maintain all serving schedules, ensure that all food items are served per menu specifications in a safe and appropriate manner according to departmental guidelines.
- Prepare weekly staffing schedules, assign and direct work of food services personnel.
- Clean, breakdown and sanitize equipment.
- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Develop and administer departmental budget.
- Maintain accurate reports of daily and monthly financial, production, and activity records.
- Cater events on and off campus including set up, serving, and clean up.
- Count and balance cash register daily.
- Order and receive supplies, maintain and record inventory.
- Process invoices, records, and reports of all cafeteria services.
- Manage internal and external customer/vendor inquiries.
- Train employees in food preparation techniques, safety practices, sanitation procedures, and cleaning methods.
- Comply with city, state and federal guidelines for health and safety.
- Operate and teach proper use of kitchen equipment. Oversee the team work of my employees.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of methods, procedures and techniques for preparing, cooking, baking and serving foods in large quantities. Knowledge of sanitation and safety practices and procedures. Knowledge of MSDS sheets. Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Record keeping, money handling, preparation of bank deposits. Knowledge of proper methods and procedures for requisitioning, receiving and storing of foodstuffs and supplies. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Employee development and performance management skills. Excellent customer service skills. Excellent organizational, analytical and planning skills. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Budget preparation and budget management skills. Ability to prepare

and analyze financial statements and reports. Effectively evaluate, organize, schedule and direct comprehensive food service program. Safe use, care, operation, and maintenance of cafeteria appliances and equipment. Ability to perform arithmetical calculations. Knowledge of food and supplies storage. Understand proper procedure for ordering food and supplies from vendors. Ability to follow a menu and develop necessary revisions. Ability to use proper phone etiquette. Ability to multi-task.

LEADERSHIP and COMMUNICATION SKILLS: Supervise, instruct, or train others through explanation, demonstration, and supervised practice; and/or make recommendations based on technical expertise. May have first-level supervisory duties including administration of performance feedback; and/or coordinate work activity schedules for teams. Supervise the activities of those operating or repairing food services equipment to ensure proper safety use. Understand and carry out oral and written directions in English. Communicate information among co-workers, customers, vendors, and management; and/or speak before professional and civic groups; may write complex articles and reports or develop presentations for specialized audiences; may read scientific or technical journals or reports. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal and communication skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments. Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports.

DECISION-MAKING and ANALYTICAL SKILLS: Perform management and supervisory work involving policy and guideline interpretation, solving both people and work-related problems. Perform professional-level work requiring a wide range of administrative, technical, scientific, engineering, accounting, legal, or managerial methods applied to complex problems.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, etc.; office machines such as telephones, fax machines, or copiers; food services equipment/machines.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a kitchen/cafeteria setting with frequent interruptions and distractions; extended periods of standing/moving. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and risk of electrical shock and risk of burn. The employee is frequently exposed to wet and/or humid conditions and fumes or airborne particles. The noise level in the work environment is usually moderate; the employee may be required to work or meet in the evenings and/or on weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 50 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl.

POSITIONS SUPERVISED: Food Services Associates

SIGNATURES: I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

Supervisor Signature/Date

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