

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Lead Food Service Worker

**Unit:** Food Service

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**Job Code:** K2108  
**Original Date:** 06/2002  
**Last Revision:** 04/2016  
**Staff Type:** Classified  
**FLSA status:** Non-exempt  
**Salary Range:** 21

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### **DEFINITION**

All Food Service staff are responsible for maintaining effective customer service levels and contributing to the ongoing profitability of Enterprise Group operations. Under the direction of a Food Service Supervisor, responsible for cash control, customer service, cost control, and inventory and sales records of multiple concepts within a large cafeteria or full operation of a C-store satellite location. Provide leadership and direction to subordinate staff. Report personnel and operational related problems to supervisor for final resolution if necessary.

### **DISTINGUISHING CHARACTERISTICS**

The Lead Food Service Worker classification demonstrates skills and abilities significantly greater than a Senior Food Service Worker both in technical skills and leadership abilities. This classification requires knowledge and abilities of the full range of food service operations found in a large cafeteria or satellite location and assumes the key leadership role in the absence of the site supervisor, maintaining and enforcing sanitation and safety standards and assuring customer service.

### **EXAMPLES OF DUTIES**

1. Provide leadership, direction, and training to food service personnel; assign job duties and oversee the completion of assigned tasks.
2. Provide on-site, immediate resolution of customer service needs. Provide overall direction of food service operation in absence of the supervisor.
3. Take custody of a change fund used to sell change to cash register operators during shift(s). Oversee subordinate personnel properly complete daily cash reports. Verify cash outs at the end of the shift and deposits are reconciled. At a C-store or satellite location, prepare bank depository records and release prepared deposit to armored car service. Place orders with bank for change to maintain a proper balance between bills and coins.
4. Operate calculator and cash register; open and close out cash registers.
5. Open and close location daily, ensuring safety and security of facility.
6. Maintain familiarity with the electronic point of sale (POS) system, including cash registers, scanners, and basic troubleshooting.
7. Maintain familiarity with Eatec Inventory and Purchasing system, including transfers, requisitions, products, and physical inventory.
8. Assist in preparation of work schedules and resolve scheduling problems; may be responsible for assigning and monitoring employee breaks.
9. Provide input to the supervisor concerning the performance of subordinate Food Service Workers to allow accurate and fair evaluation of their performance.

10. May be asked to direct the preparation of food items in accordance with established menu. Inspect cooking, serving, and sanitation methods to ensure that finished products meet established standards for appearance, quality, and portion size.
11. May be asked to receive and inspect food deliveries for quantity and quality. Store food and supplies properly with particular emphasis on adherence to health and safety codes. Post and batch invoices for payment.
12. Conduct or assist in conducting routine inventories of food and operating supplies.
13. Complete daily production, waste, and cost control records. Determine food order requirements and place orders for same with authorized vendors or from central stores.
14. Provide for catered events (preparation, delivery, and presentation of events within the capabilities of the location).
15. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge:

- Electronic Eatec Inventory and Purchasing system, including transfers, requisitions, products, and physical inventory.
- Electronic point of sale (POS) system including cash registers, scanners, and basic troubleshooting.
- English usage, grammar, spelling, and vocabulary.
- Health and safety regulations.
- Oral and written communication skills.
- Principles and practices of supervision and training.
- Proper cash register and cash handling/control procedures and practices.
- Technical aspects of field of specialty.
- Various office equipment, including computers and related software.

#### Skills and Abilities:

- Communicate effectively both orally and in writing.
- Establish and maintain effective working relationships with others.
- Maintain records and prepare reports using computer based and manual methods as established.
- Make arithmetic calculations quickly and accurately.
- Meet schedule and time lines.
- Operate cash register and maintain cash control procedures and practices.
- Plan and organize work of self and others.
- Train and lead lower graded personnel.
- Understand and follow oral and written directions.
- Work cooperatively with others.

#### License:

- Must have valid San Diego Food Handler's card.

#### Training and Experience:

- Any combination of experience and training equivalent to: four years experience at the level of Senior Food Service Worker and one year experience in a lead capacity. Experience in a college food service environment and formal training in the field is desirable and may not be substituted for experience working in Food Service.

**WORKING CONDITIONS**

Physical Requirements:

Category II; subject to some light-to-moderate lifting, prolonged standing, full range of physical activity.

Environment:

Moderate extremes with some exposure to less desirable elements such as, heat from kitchen area, cold from walk-in refrigerators, and noise from patrons and equipment.