

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: District Food Service Manager

Unit: Management

Page: 1 of 4

Job Code: C3120

Original Date: 09/2001

Last Revision: 2/2009

Staff Type: Classified

FLSA status: Exempt

Salary Range: 14

DEFINITION

Under the general direction of the Vice Chancellor, Business Services, plan, organize, coordinate and manage and direct the District-wide Food Service operations; encompass administrative, financial, and operational responsibility for two large and one small cafeterias, multiple sales settings at satellite locations, and District wide vending operations, to comply with the goals of the department with sensitivity and responsiveness to student, staff, administrative, and campus needs and meeting District defined profit objectives. Analyze the existing structure of the business and develop strategies for continued program growth and development. Develop personnel within the Food Service department. Develop, administer, control and monitor the budgets for each site operation.

DISTINGUISHING CHARACTERISTICS

The District Food Service manager directs and coordinates the food service operations and supervises all Food Service Supervisors district-wide. This level is responsible for providing a food experience for guests that continually evolves to meet special, seasonal, and market demands, and meets the highest service standards. The focus will be on personnel and fiscal accountability (including development, implementation and management of operational and internal controls), menu design & implementation (including purchasing & inventory management), management of subordinate food service supervisors and their staff (including hiring, training, evaluation, discipline, & termination), procedure development, and liaison with campus constituencies. The subordinate Food Service Supervisor levels are responsible for the daily/shift operations and supervision of the staff of a single Food Service facility. The Director, Financial Support Services provides direction in financial goal setting and long term planning, and maintains selective financial approvals.

EXAMPLE OF DUTIES

1. Manage functions of District-wide Food Service operations. Direct, plan, organize and administer the District Food Service program. Plan, organize, review, delegate, supervise, and monitor all areas including staffing, operations, training, logistics management, food acquisition, sales, cash control, customer service, inventory, receiving, and pricing recommendations.
2. Provide operational management of Food Service operations and financial activities including general supervision of Food Service supervisors. Direct, train, instruct and supervise personnel. Coordinate and oversee, plan, review, and manage Food Service supervisors regarding the operations of their stores which include staff, operations, logistics management, accounting, acquisition, sales, cash control, customer service, inventory control, receiving, returns and training.
3. Coordinate the purchase of all categories of products for resale, operating equipment, and related supplies. Establish and maintain product mix to achieve profit objectives set by ABSO Articles of Organization and needs of the District for revenue from enterprise operations.
4. Manage vendor relationships, provide direction and coordinate the purchase of all product categories for resale, including food, non-food supplies and equipment. Evaluate margin schedules to ensure profit objectives set by ABSO articles of Organization and needs of the District for revenue form enterprise operations. Review, evaluate and recommend vendor accounts to assure product mix is appropriate and provide value for dollar and appropriate margins.

5. Direct and coordinate Food Service information services and systems. Serve as liaison to IT for management and interface of POS & operations, enhancements, modifications, implementation, planning and evaluation. Act as principal contact for third party applications software and District interface providers. Review the activities of the IT Specialists to analyze problems, communicate with providers and maintain ongoing dialog until problems are resolved. Oversee the implementation, maintenance and necessary repair, upgrades, and backup of the Foodservice information systems, including applications software, computers and terminals. Develop long term computer support systems to keep the stores operating efficiently and effectively and for developing systems specifications, requests for proposal or bids.
6. Monitor and supervise the full charge accounts payable and accounts receivable functions for all District Foodservice operations.
7. Develop, design, implement and monitor operational and financial controls, and be responsible for their implementation and adherence, to include cash controls, management of safe change funds and reimbursement, POS cash drawer funds, and petty cash fund. Develop and/or maintain adherence to procedures to minimize losses at the stores from either internal or external sources.
8. Manage full range of procurement functions, including establishing and maintaining vendor relationships, negotiating favorable product pricing, physical receiving of merchandise and the preparation of redistribution products to various site locations as appropriate. Assure timely receipt and return of Food Service products and merchandise by coordinating deliveries between receiving/shipping site and sales locations, setting priorities and timelines for completion of assigned functions, directing and monitoring receiving process to assure accuracy and integrity of inventory control. Work collaboratively with ABSO Administrative group for invoice payment and problem resolution. Coordinate accounts payable process to ensure prompt payment to vendors.
9. Serve as liaison to IT for management and technical interface of POS & operations, enhancements, modifications, implementation, planning and evaluation. Review the activities of the IT Specialist to ensure appropriate and timely levels of support are provided and that solutions to problems are implemented.
10. Establish and actively maintain communication channels with guests, staff, site administration, bargaining unit representatives and District administration. Communicate Food Service information service and system problems to the Director, Financial Support Services for resolution.
11. Develop and recommend facilities master plan to include review of cafeteria layout, fixtures and design.
12. Direct and coordinate information services and systems to keep cafeterias operating efficiently and effectively.
13. Evaluate financial reports, monitor profit margins and contain labor costs. Direct, prepare and maintain budget and financial reports and records.
14. Analyze and Evaluate systems and equipment; recommend system changes and purchases; prepare or coordinate development of specifications for Requests for Proposals or bids for equipment or systems approval.
15. Develop and revise operating policies, procedures and practices for District wide Food Service operations in accordance with effective retail practices and ABSO guidelines.
16. Appraise, review and analyze industry trends and practices and technical innovation to provide customers service.
17. Direct, develop, prepare and review of budgets for District-wide food services based on sales projections, expense analysis and other relevant information. Oversee operational control, analyze sales results, operating statements, cash reports. Provide timely information based on financial controls.

18. Provide leadership in maintaining relationship with interest groups, such as faculty, students, staff, administration, competitors, educational institutions, industry groups, state, local and national governing bodies and special interest groups.
19. Serve on campus and District task forces and committees. Attend State and national conferences as required.
20. Conduct special studies, reports and analysis as required. Assist with or prepare analytical studies to assist the administration or the Board in the formulation of new policies in planning new or revised programs.
21. Coordinate, organize and implement marketing and merchandising campaigns designed to support the introduction of new products, new concepts, or to support single unit sales.
22. Oversee the maintenance of Food Service bookkeeping records for operation of the Food Service program.
23. Manage, evaluate and assure the safety and security of assigned facilities; determine facilities, equipment and staffing requirements for existing and new food service programs. Develop, maintain and monitor safety and sanitation programs at the highest standard of operation.
24. Direct the inventory process to ensure adequate internal controls and in support of operational and financial statement preparation.
25. Oversee recruitment and staffing, hiring, firing, disciplining, changes/transfers, and evaluating employees. Administer programs to resolve grievances, general conflict resolutions, disciplining, and evaluating employees.
26. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Affirmative Action laws and regulations.
- Budgeted labor costs relative to expected volume.
- District policies, procedures, rules and regulations.
- EEO laws and regulations.
- Effective merchandising principles and techniques, including advertising and displays.
- Food product specifications: grade, size, color, texture, etc.
- Forecast future production needs on a per-meal, per day, and weekly basis.
- Inventory control processes and systems including sales, accounting and tracking information systems.
- Know basic principles as they relate to customer acceptance and satisfaction.
- Know basic principles of merchandising relative to sale of food items, including line arrangement, employee appearance and attitude, and cleanliness of equipment.
- Modern business practices and procedures.
- Modern equipment including automated/electronic systems.
- Modern marketing.
- Multi-site food service management.
- OSHA regulations.
- Portion control, corporate standards and any location deviation from standard.
- Prepare and cost menus to meet requirements.
- Principles and techniques of management organization, training and supervision.
- Project estimated number of customers per meal period.
- Proper procedures for storage and rotation of all food and supplies.
- Purchasing principles and practices.
- Record-keeping and inventory techniques.
- Schedule employees to meet food production, service and cleaning requirements.
- State and local health regulations and food handling procedures.
- Understand principles of fresh food production.

Skills and Abilities:

- Assure controlled food production and monitoring.
- Assure the timely and accurate preparation and maintenance of records and reports.
- Communicate effectively both orally and in writing.
- Develop and control annual budgets and monitor expenditure of funds.
- Develop, interpret, apply and explain District rules, policies and procedures.
- Establish and maintain effective working relationships with others.
- Establish, maintain and implement interrelated financial policies and procedures.
- Implement automated/electronic systems.
- Interpret laws, rules and regulations affecting area of assignment.
- Lift 70 pounds.
- Maintain interpersonal relations.
- Manage, plan, develop, organize, coordinate and administer District food service operations.
- Meet schedules and time lines.
- Prepare clear and accurate financial, operations analysis and analytical reports.
- Train, supervise and evaluate assigned staff.

Training and Experience:

Any combination of training and experience equivalent to: a four year college degree in business administration or related business field and five years of progressively responsible management experience in College Food Service Industry or a multi-departmental retail environment.

License:

- Food Handler's Certificate
- Valid California Driver's License

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Office, college Food Services, other sales locations and receiving/shipping environments. Some travel to District locations on a regular basis. Periodic travel to state and national conferences.