

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Food Services Supervisor

Unit: Supervisory and Professional

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Job Code: D1420

Original Date: 11/2000

Last Revision: 01/2016

Staff Type: Classified

FLSA status: Exempt

Salary Range: 7

DEFINITION

Under the general direction of an assigned manager, independently responsible for the operation of a college food service location and additional satellite and retail locations. Plan, organize, direct, supervise, control, and review operations and meet defined profit and service objectives.

EXAMPLE OF DUTIES

1. Plan, organize, direct, supervise, control, and review the operations of a college food service location and additional satellite and retail locations.
2. Ensure quality and quantity standard of food service where the food is typically measured, assembled, heated, and served. Ensure the safety, sanitation, and presentation of offerings in the food service location.
3. Prepare, supervise, and monitor work schedules. Secure additional temporary workers as required by changes in sales volume or to replace critically needed absent food service employees.
4. Train, evaluate, supervise, assign, and review performance of food service employees and additional temporary workers. Supervise local payroll and personnel processing. Ensure that food service personnel are trained to operate equipment safely and properly. Assist and relieve food service workers and assume duties of absent food service workers as necessary.
5. Operate, troubleshoot, and train others in the use of an electronic Point of Sale system, including cash registers and scanners.
6. Operate and train others in the use of an electronic inventory and purchasing system, including transfers, requisitions, products, and physical inventory.
7. Ensure customer service is provided in accordance with district guidelines and objectives. Resolve problems and complaints and forward concerns to manager.
8. Direct and oversee the procurement, ordering, and storage of food and supplies with an emphasis on obtaining both a competitive price and satisfactory service. Maintain adequate inventory. Ensure the control of cost of goods and services, including control of labor costs and recovering indirect costs.
9. Coordinate deliveries between receiving/shipping site and multiple sales locations; direct and monitor receiving process to assure accuracy and integrity of inventory controls.
10. Maintain records of labor and food costing and portion control policies. Establish and maintain selling prices for all items and services provided in accordance with district guidelines and defined profit objectives.
11. Participate in developing budgets, including sales projections. Monitor expenditures on a regular, frequent, and continuing basis to determine that budget objectives are being met. Take corrective action as necessary.
12. Recommend new services, equipment, and practices. Arrange for repair, replacement, and maintenance of existing equipment and facility. Operate electrical and mechanical kitchen equipment, including mixers, dishwashers, stoves, and ovens.

13. Ensure that food service provided campus wide through vending machines is maximized. Ensure vending machines are clean, adequately supplied, and serviced.
14. If applicable, coordinate the college food service program with the instructional food service program.
15. Record and count money and prepare deposit slips and forms for cash transactions. Operate cash register, calculator, and security safe/vault.
16. Plan and create menus, catering, and special events.
17. Perform related duties as required or assigned.

DESIRABLE QUALIFICATION

Knowledge:

Applicable sections of State Education Codes.
 Care and use of food service equipment and applications.
 Cash control procedures and processes.
 District organization, operations, policies, and objectives.
 Electronic inventory and purchasing system, including transfers, requisitions, products, and physical inventory.
 Electronic Point of Sale system, including cash registers, scanners, and basic troubleshooting.
 English usage, grammar, spelling, punctuation, and vocabulary.
 Food and labor cost control.
 Inventory control practices and food, beverage, and supplies purchasing.
 Inventory control processes and systems, including sales, accounting, and tracking information systems.
 Marketing and financial reporting.
 Menu preparation and estimation of food quantities.
 Methods of preparing, cooking, storing, and serving food.
 Modern office practices, procedures, and equipment, including computer hardware and software.
 Oral and written communication skills.
 OSHA codes and health and safety regulations.
 Principles and practices of administration, supervision, and training, evaluation, and discipline.
 Recipe testing and customer service.
 Sales analysis and budgetary control.
 Sanitation and safety standards and practices used in food service.
 Technical aspects of field of specialty.

Skills and Abilities:

Communicate effectively both orally and in writing.
 Establish and maintain effective working relationships with others.
 Maintain effective customer relations.
 Maintain records and prepare reports.
 Make mathematical calculations quickly and accurately.
 Meet schedules and time lines.
 Operate and troubleshoot electronic POS cash register and maintain cash control procedures and practices.
 Operate computers and business-related software, including POS systems, word processing, spreadsheets, and databases.
 Plan and organize work.
 Plan appetizing, attractive, and market-driven menu offerings.
 Train and supervise personnel.

Understand and follow oral and written directions.
Work cooperatively with others.

Training and Experience:

Any combination of training and experience equivalent to: one year of college or culinary arts school, with a major in food management or other directly related major, and three (3) years of progressively responsible experience in a lead or supervisory capacity managing a large food service or cafeteria or food court service operation, including responsibility for Profit and Loss, food and labor costs, cash control, volume purchasing of food beverage and supplies, purchasing specifications to vendors and inventory control, menu preparation and creation, volume food preparation, recipe testing and customer service, budget control and budgeting, marketing and financial reporting, and personnel hiring, training, evaluation, and discipline. Prior experience in a college food service environment is desirable.

License:

Food Service Manager Food Handler's Training Certificate issued by the County Health Department (16) hours.

WORKING CONDITIONS

Physical Requirements:

Category II; subject to some light-to-moderate lifting.

Environment:

Moderate extremes with some exposure to less desirable elements, such as extreme heat from kitchen area and noise from patrons and equipment.