

FOOD SERVICE TRAINING SPECIALIST

DEFINITION

Assists in planning and developing training programs and materials for new and existing food programs, and trains food service staff in hygienic, safe, and efficient food service operations; in food services procedures; effective personnel and labor utilization.

TYPICAL DUTIES

Evaluates the management skills of food service managers and the utilization and performance of food service personnel.

Assists in planning and developing training programs and trains food service staff in:

- Consulting with community groups, parents, and students to gather menu feedback and assist in evaluating the overall food service program.

- Developing and reviewing work schedules and production schedules

- Maintaining safe and sanitary conditions in working, serving, and eating areas

- Menu planning, including following approved menus, standardized recipes, and portion sizes

- Utilizing food service-related computerized systems

- Ordering and storing foods and supplies and using food service supplies and equipment

- Preparing, cooking, and serving food in accordance with District, State and federal standards

- Preparing financial, labor, and other Food Services reports

Assists in creating training documents such as job aides, Standard Operation Procedures (SOP), and other materials for food programs.

Trains food service staff in new and reorganized programs, functions, and procedures either in person, or remote; presenting to small groups or one-on-one; either hands-on or in a classroom setting in order to cater to specific needs.

Assists in conducting needs analyses, developing curriculum and lesson plans, and selecting appropriate means of presentation.

Prepares reports relating to completed training activities.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Food Service Training Specialist assists in developing training programs and trains food service managers and staff in food service operations, technology, procedures, and personnel utilization.

The Senior Food Service Training Specialist participates in the development of training programs, curricula, lesson plans, and supervises and participates in the training of Food Service Training Specialists, food service managers, and staffs in skills related to food service management, technology, and operations.

A Food Service Manager is responsible to a site administrator and to an Area Food Services Supervisor for the supervision of a cafeteria operation and for the preparation and serving of food in a variety of feeding programs, such as breakfast, lunch, and bag meals for other locations without

cafeterias. The classification level is determined by school level and the average daily meals served of the cafeteria.

SUPERVISION

General supervision is received from the Senior Food Services Training Specialist, Branch Human Resources Manager, or an administrator. Work direction may be exercised over methods utilized to ensure hygienic, safe, and efficient food service operations during hands-on training.

CLASS QUALIFICATIONS

Knowledge of:

- Classroom training techniques
- Effective staff utilization methods
- Food, food cost, quantity cooking, cafeteria culinary methods, and general nutrition principles
- General operational requirements, rules, and regulations governing all school nutrition programs such as the National School Lunch Program, School Breakfast Program, Child and Adult Care Feeding Program, At Risk After School Meal Programs, Summer Food Service Program, and School Snacks operated by the District
- Correct use and care of kitchen and food service equipment
- Principles of supervision and customer service
- Procedures for "Flow of Food"
- Health and safety rules and regulations pertaining to Hazard Analysis and Critical Control Point (HACCP) principles
- Methods and principles of training employees
- Adult learning theories
- Instructional design techniques
- Organizational skills

Ability to:

- Evaluate performance problems and train food service managers and employees appropriately and constructively
- Conduct effective training programs for groups of employees using live and web-based formats
- Speak in a clear manner and communicate effectively with school administrators and food service employees
- Understand and explain pertinent policies and procedures
- Demonstrate proper food preparation, cooking, and serving techniques
- Demonstrate correct and efficient use of food service equipment
- Institute changes in procedures with tact and diplomacy
- Operate an office computer with Microsoft operating systems and word processing, database, Power Point, and spreadsheet software
- Learn and utilize entry-level video editing program basic features
- Analyze training needs
- Plan and develop curriculum and lesson plans
- Analyze and resolve problems as appropriate
- Learn and demonstrate the use of food service-related computerized systems

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent proficiency at the high school level. Completion of 30 semester or equivalent quarter units from a recognized college or university is preferable.

Experience:

Two years of supervisory or managerial experience in food service. The experience must include one year of experience in food service assisting with group training, identifying training needs, developing training programs, or implementing training programs.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.

A valid Food Protection Manager Certificate from an American National Standards (ANSI) accredited organization.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of the position at any time, as long as such addition or change is reasonably related to existing duties.

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