

AREA FOOD SERVICES SUPERVISOR

DEFINITION

Provides general supervision to and coordinates food services programs in an assigned District food services area and may be assigned central office projects or administrative functions.

TYPICAL DUTIES

Provides general supervision to Food Service Managers and their staffs in the administration of food services programs in schools by:

- Planning, implementing, coordinating, and analyzing the effectiveness of food service programs in assigned schools.
- Analyzing the operations of cafeterias for cost effectiveness and efficiency, and working with cafeteria personnel and administrators to implement improvements and necessary changes in service, food preparation, menus, personnel assignments, facilities, and equipment.
- Assuring adherence of food programs to federal, State, and county laws and regulations, and District requirements for sanitation, safety, administration, and nutritional standards of various feeding programs.
- Assigning and making adjustments in allotments of regular and relief time in accordance with District's guidelines on effective use of human resources, and approving overtime for food service personnel.
- Developing and reviewing work schedules and production schedules for food service personnel.
- Managing the food service budget and monitoring profit and loss of cafeteria operations in assigned schools, and initiating improvements to increase cost effectiveness.
- Investigating and resolving all complaints and issues related to food service operations in assigned schools.
- Evaluating or assisting in evaluating the technical performance of Food Service Managers and counseling food service employees.
- Serving on interview committees for selection of food service personnel.
- Recommending food service personnel transactions, including changes of location, transfers, and reinstatements.
- Assuring proper utilization and care of cafeteria equipment and supplies.
- Making recommendations based upon consultation with District technical personnel on school facilities, equipment, and layout and design of new and existing cafeterias.
- Determining and estimating equipment and supply needs for new kitchens, as well as delivery and storage requirements.
- Resolving quality control issues.
- Implementing and coordinating special feeding programs: such as Breakfast in the Classroom (BIC), bag lunch, packaged hot meals, afterschool Supper Program, or special menus.
- Attending meetings of District personnel, student groups, advisory councils, community representatives, parents, and the general public in order to obtain and provide information and discuss problems, regulations, procedures, standards, complaints, plans, improvements, and other matters concerning food services.
- Preparing required reports on food service operations.
- Providing and/or supervising training programs for food services employees.
- Serves as a technical resource on matters of food services for students, parents, teachers, and others.

May perform a variety of central office activities on a rotational basis such as administering and coordinating personnel activities, including representing the Division in disciplinary actions and arbitration hearings; analyzing operational problems, recommending changes, and evaluating effects of changes; and developing public relations strategies and marketing programs.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Area Food Services Supervisor provides general supervision and coordination over the operations of food service programs within an assigned area.

A Regional Food Services Manager plans, directs, reviews, and supervises all food services operational, training, and human resources activities within a Local District, and participates in Districtwide menu development activities.

A Food Service Manager is responsible to the site administrator and to an Area Food Services Supervisor for the supervision of a food service operation and for preparing or heating and serving food in a variety of feeding programs, such as Breakfast In the Classroom (BIC), lunch, and meals for offsite locations without cafeterias. The classification level is determined by school level and the average daily meals served of the cafeteria.

SUPERVISION

General direction is received from the Director or the Deputy Director of Food Services. General supervision is received from a Regional Food Services Manager. General supervision is exercised over the work of food service employees such as Food Service Managers, Senior Food Services Workers, Food Services Worker II (Driving), and Food Service Workers.

CLASS QUALIFICATIONS

Knowledge of:

- Fundamentals of nutrition
- Methods of quantity food preparation and price and portion controls
- Food ordering and storage
- Hazardous Analysis Critical Control Point (HACCP) system of food handling, safety, and sanitation standards and techniques
- Rules and regulations governing all school nutrition programs such as the National School Lunch Program, School Breakfast Program, Child Care Feeding Program, and School Snacks operated by the District
- Proper utilization of food services equipment
- Inventory and record-keeping procedures
- Basic cost accounting techniques
- Budget practices and procedures
- Training methods for food service employees
- Personnel Commission rules, District personnel procedures, and applicable collective bargaining agreements
- Fundamentals of good public relations
- Problem solving, analytical, and time management skills
- Principles of effective customer service techniques
- Employee development and recruitment of new employees
- Merchandizing and marketing techniques for school food services

Ability to:

- Work effectively with school administrators, food service employees, concerned groups, and union representatives
- Understand and explain complex rules and procedures
- Analyze financial data and cafeteria operations, determine inefficiencies and inconsistencies, and implement corrective action
- Prepare various reports
- Demonstrate proper cooking and food serving techniques
- Devise methods for the most efficient use of cafeteria equipment
- Institute changes in procedures with tact and diplomacy
- Develop, train, coach, and motivate employees
- Delegate tasks appropriately
- Utilize various computer applications, such as word processing, spreadsheet, database and email

ENTRANCE QUALIFICATIONS

Education:

A high school diploma, and 24 semester units or equivalent quarter units of college courses, adult education courses (1 adult education course = 3 semester units), or a combination of college and adult education courses in food services management, hotel and restaurant management, hospitality management, food science, nutrition, sanitation, or other closely related courses. Additional qualifying experience may be substituted for the required course work on a year-for-year basis. A bachelor's degree in food services management, hotel and restaurant management, hospitality management, business management, nutrition, or a related field is preferable.

Experience:

Three years of supervisory experience as a LAUSD Food Service Training Specialist or Food Service Manager. Experience shall include: volume food production planning, food ordering, meal preparation and service, preparation of financial reports, personnel management, writing reports, and ensuring compliance with policies and procedures and sanitation and safety regulations. Qualifying experience must have included responsibility for forecasting profit and loss statement analysis and budget management.

OR

Five years of supervisory experience at the level of a manager or general manager in a large commercial (minimum of 500 meals a day, or \$750,000 in annual sales; and employs a minimum of 15 employees) or institutional facility such as health care, school /college, prison, or a military food service organization within the last seven years. Aforementioned experience shall include: volume food production planning, food ordering, meal preparation and service, preparation of financial reports, personnel management, writing reports, and ensuring compliance with policies and procedures and sanitation and safety regulations. Qualifying experience must have included responsibility for forecasting, profit and loss statement analysis, and budget management.

Special:

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

A valid driver's license to legally operate a motor vehicle in the State of California and use of a motor vehicle.

The 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 relevant law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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MJM