

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: CAFETERIA MANAGER - ELEM, MIDDLE, HIGH SCHOOL NUTRITION SERVICES**

#### **GENERAL STATEMENT OF JOB**

Under limited supervision, performs supervisory and administrative work directing operations of an assigned school cafeteria in compliance with United States Department of Agriculture and other federal, state, and local rules and regulations. Employee must exercise considerable independent judgment and initiative in planning, developing, coordinating, and overseeing physical and human resources needed to effectively prepare and serve nutritious meals in pleasant eating environments. Employee is responsible for ordering and maintaining appropriate food and supply inventories, recording purchases, food production, program participation and revenues, and for administering the Free and Reduced Priced Meal Program in accordance with applicable regulations. Employee is responsible for developing and supervising a team of skilled and professional cafeteria staff members, including performance of all routine personnel administration functions. Employee serves as the primary liaison between School Nutrition Services and individual school communities and promotes school meal programs through participation in various activities and events. Reports to a School Nutrition Services Operations Supervisor.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Plans, implements, maintains and supervises operation of an assigned school cafeteria for preparation and service of meals and other foods using batch cooking or other established procedures.

Follows and ensures adherence to established Schools, local, state and federal regulations and requirements as well as sanitation, food production and nutritional guidelines. Establishes and ensures adherence to procedures and standards which are in agreement with these regulations, requirements and guidelines.

Ensures administration of federal meal programs in accordance with local, state and federal rules and regulations.

Adheres to established procedures for collection, reporting and accounting of fees for purchase of meals and other food products.

Serves meals on time; provides quick, pleasant service to customers; works with principal to provide a pleasant eating environment.

## **CAFETERIA MANAGER - ELEM, MIDDLE, HIGH**

Determines amount of food necessary for preparation of daily meals; determines and maintains proper inventories of necessary food supplies and materials, and prepares requisitions and/or orders; checks deliveries to ensure compliance with orders, and contacts appropriate persons to resolve discrepancies, as necessary.

Prepares production reports; ensures that staff follows standardized recipes and proper food production procedures; ensures that sufficient quantities of food are available for customers; obtains and records amount of food items prepared, served and discarded each day.

Ensures that HAACP, and TILT procedures are followed by all personnel to ensure safe food preparation and service of all menu and a la carte items.

Maintains the cleanliness and organization of food production and storage areas; conducts monthly physical inventory of food and supplies.

Completes and submits correct required reports, activity records, documentation and surveys; submits accurate invoices, inventories, market orders, participation records and other records on time.

Monitors Health and Fire Department inspections of cafeteria and related facilities, implementing procedures to resolve identified problems or deficiencies, as necessary; may confer with Health or Fire Department officials to clarify extent of problems, resolution procedures, preventative measures, etc.

Oversees use of kitchen equipment, establishing and overseeing adherence to cleaning schedules, and requesting repair service as appropriate; assists in development and implementation of kitchen floor plans and layout to improve ease of operations and efficiency.

Inputs data and generates various daily, weekly and monthly computer reports, such as cash and other financial reports, purchase orders, inventories, free and reduced rosters and meal participation; verifies cash and checks received; monitors and collects charge balances; prepares and makes bank deposits. Uses computer, facsimile machine, e-mail, voicemail and other communication technology.

Administers federal Free and Reduced Price Meal Program in accordance with local, state and federal rules and regulations; reviews meal applications, compares cafeteria and master rosters of eligible students, and confers with School Nutrition Services, Principal, parents and teachers to resolve discrepancies. Works with school NC Wise Data Manager and attendance office and School Nutrition Services on a daily basis to maintain accurate student attendance and eligibility data.

## **CAFETERIA MANAGER - ELEM, MIDDLE, HIGH**

Assigns, directs and supervises cafeteria staff, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise; monitors job performance and provides fair, timely feedback regarding performance strengths and weaknesses.

Determines staff assignments in accordance with Schools requirements and administers or makes recommendations for routine personnel matters affecting subordinates, including modifying current positions, recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by Schools management.

Completes daily work schedules for all cafeteria staff, ensuring that all team members' work is appropriate for their pay and benefit classification. Obtains temporary personnel as necessary to substitute for absent workers; reviews time sheets and submits required documents for processing of payroll; ensures that subordinates receive orientation and training necessary to perform job functions, including training in use of automated information systems.

Assists in the preparation and service of breakfasts, lunches and other foods, as appropriate.

Assists in the development of product specifications, tests new products and/or recipes, and recommends purchase or use, as appropriate.

Provides input in the development of school district breakfast and lunch menus, assists in modifying menus to meet special dietary needs of individual students based on requests from medical doctors, coordinating activities with School Nutrition Services, school nurses, teachers and parents, as necessary.

Shares appropriate information with school community through personal conversations, by meeting with principal, attending faculty meetings, through school newsletters or other means.

May supervise catered meal production and delivery of meals to students at locations without an open kitchen, i.e. early/middle college high schools, alternative schools and schools under new construction and/or during a renovation process.

Attends seminars, conferences, workshops, classes, lectures, etc., as appropriate, to enhance and maintain knowledge of trends and developments in the fields of food services administration and operations, nutrition and education; reviews professional journals, attends association and professional meetings, and otherwise maintains contacts with school and food service professionals to facilitate exchange of information. Encourages staff members to attend training and develops work schedules that incorporate training subject matter.

Attends approved food safety and sanitation training and must pass required test on training material to meet standards for health department certification credit.

## **CAFETERIA MANAGER - ELEM, MIDDLE, HIGH**

Attends scheduled meetings, reads memos and other correspondence and communicates appropriate information to cafeteria staff in a timely manner. Informs staff of changes needed to facilitate training and to improve program effectiveness.

Employee must follow workplace safety procedures.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school supplemented by training in culinary arts, food service management, home economics, nutrition or a related field, and 3 to 5 years of experience in the preparation of food in quantity lots, including supervisory experience and preferably in an institutional setting; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Work requires use of a personal computer on a daily basis to process, record and transmit data.

### **SPECIAL REQUIREMENTS**

New managers will be required to complete the SNS Manager Training Program.

Managers must pass required test on training material to meet standards for health department certification credit. Managers who do not pass the initial test will be given an opportunity to retrain and be retested once. Failure to pass the test a second time will result in the employee being relieved of this position.

Must possess a valid North Carolina driver's license and maintain a good driving record. An employee assigned to this position is designated as Category "A." Category "A" employees are governed by Guilford County Schools Policy GA and Administrative Procedure GA-P, "Drug and Alcohol Free Workplace," which spells out specific drug testing requirements, procedures and consequences of positive alcohol or drug tests or arrest for alleged violation of any alcohol or drug-related offense.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of commercial kitchen equipment including ovens, steamers, fryers, braising pan, and all types of kitchen utensils and tools pertaining to food service, etc. Must be able to lift up to 50 pounds on occasion, exert up to 25 pounds of force regularly, or 10 pounds of force constantly to move objects. Must be able to stand for hours. Must be able to bend, twist, lift, stoop and reach overhead to perform assigned tasks. Physical demand requirements are consistent with those for Medium Work.

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**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving and giving instructions, assignments and/or directions to assistants or subordinates. Requires the ability to speak to people with poise, voice control, self-control and confidence to work cooperatively with coworkers.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, market orders, program applications, etc. Requires the ability to prepare correspondence, reports, forms, purchase orders, etc., using prescribed format and conforming to all rules of punctuation, grammar, diction and style. Requires the ability to speak to people with poise, voice control, self-control and confidence.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including school nutrition terminology using standard English.

**Numerical Aptitude:** Requires the ability to correctly utilize mathematical formulas; to add and subtract; multiply and divide; to work with fractions and to utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using kitchen utensils and office equipment. Requires the ability to use two hands simultaneously to pan food items and otherwise increase work speed.

**Manual Dexterity:** Requires the ability to handle a variety of items such as kitchen and office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress or emergency situations. Must be courteous and respectful of coworkers and customers.

## **CAFETERIA MANAGER - ELEM, MIDDLE, HIGH**

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone. Employee should wear all prescription glasses and hearing aids when necessary to perform work assignments in a safe atmosphere.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the principles and practices of food service administration, team building and customer service.

Considerable knowledge of the principles of supervision, organization and administration.

Considerable knowledge of the methods, tools, techniques and practices of sanitation, food preparation and food storage, HACCP and TILT.

General knowledge of the principles of bookkeeping and accounting of funds.

General knowledge of current literature, trends and developments in the field of food service administration.

Knowledge of USDA meal pattern and dietary guidelines and rules and regulations regarding federal meal programs.

Knowledge of federal, state and school system regulations and requirements regarding bookkeeping and accounting of funds collected in school cafeterias.

Knowledge of the maintenance needs of large kitchen equipment.

Knowledge of the use of a computer to process, record and transmit data.

Skilled in motivating staff to follow school, local, state and federal rules, regulations, policies and procedures and in ensuring that staff members meet expectations.

Skilled in leading staff to provide quality meals and friendly service appropriate to a public school environment.

Generally skilled in conflict management and able to confront subordinates who do not follow policies and procedures in a timely manner to avoid larger conflicts requiring intervention later.

Skilled in allocating and organizing physical and human resources needed to effectively prepare and serve nutritious meals in a pleasant eating environment.

## **CAFETERIA MANAGER - ELEM, MIDDLE, HIGH**

Skilled in projecting amounts of food to be prepared based on previous school history and to order sufficient quantities of necessary ingredients.

Skilled in maintaining complete and accurate records and in developing simple reports from those records.

Ability to comprehend written and verbal correspondence and to respond appropriately.

Ability to plan and implement operational policies, procedures and standards.

Ability to set priorities and allocate time so that tasks are completed and deadlines are met in a timely manner.

Ability to plan and write employee work schedules for daily production using knowledge of considerable food production practices to determine time needed for each task.

Ability to record meals and sale of food items on point-of-sale software provided.

Ability to pass all food safety course requirements.

Ability to exercise independent judgment and to use initiative when responding to emergencies, resolving problems and making improvements in the cafeteria operation.

Ability to build team spirit, inspire cooperativeness in others and to encourage team members to accomplish work assignments even under difficult conditions.

Ability to communicate effectively both orally and in writing.

Ability to evaluate products and services used in school system cafeterias.

Ability to exercise tact, courtesy and firmness in frequent contact with co-workers, vendors, customers and subordinates.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.