AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**SPECIALIST BUSINESS SUPPORT FOOD SERVICE**			FLSA STATUS:	**NON-EXEMPT**
PAY GRADE:	**NIS 7**	DUTY DAYS:	**260**	DATE REVISED:	**10/19/2026 HC**
FUNDING SOURCE:	**THIS POSITION IS PARTIALLY OR FULLY FUNDED THROUGH LOCAL AND/OR GRANT SOURCES. CONTINUED EMPLOYMENT IN GRANT-FUNDED POSITIONS IS CONTINGENT UPON AVAILABILITY OF FUNDS.**				

MINIMUM QUALIFICATIONS

A high school diploma or equivalent is required This position requires the incumbent to have knowledge of school food service systems and software. Three (3) years of experience as a Food Service Manager in Austin ISD. English-Spanish bilingual is preferred.

SKILL REQUIREMENTS

Incumbent must be able to read, write, do accurate mathematical computations, and have the ability to use and maintain complex technology hardware and software. Incumbent must have excellent interpersonal skills, above average communication skills, extreme attention to detail, and superb planning and organizational skills. Incumbent must possess advanced computer skills and be able to successfully use all AISD Food Service computer applications. Incumbent must be a self-starter and able to independently organize the work day and formulate decisions with little supervision.

JOB PURPOSE AND RESPONSIBILITY

Incumbent provides technical support to all Food Service Staff. The incumbent is responsible for software and hardware implementation, equipment inventory, offering training and technical support to all Food Service staff. Incumbent will process meal benefit applications, prepare associated reporting and maintain compliance with all federal, state and local requirements related to meal benefits. Incumbent must travel to all Austin ISD campuses as needed. Incumbent interacts with other Departments such as Technology, Early Childhood, Accountability, and Student Support, as well as all campuses and the public.

ESSENTIAL FUNCTIONS

- Assume full responsibility for the implementation, upgrades, training, and support for all technology systems within the Food Service Department, including software, hardware, point of sale and other related equipment. Communicates frequently with the appropriate supervisor regarding technology concerns.
- Assure adherence with established federal, state, and local guidelines and regulations in processing all meal benefit applications and associated reporting and record keeping, including required annual continuing education training.
- May monitor daily money collection, case handling and processes as required.
- Keep detailed records of all technology related site visits.
- Manage all aspects of meal benefit application processing, including performing monthly uploads of Direct Certification files from TDA, assisting campuses with questions and developing the meal benefit application each year.
- Responsible for annual Verification responsibilities, including the selection process and maintenance of all required data.
- Interact with district staff and community on a daily basis. Assists district staff and parents with meal benefit applications and lunch accounts.

- Develop in-depth training materials and conduct training and orientation to all Food Service staff on an ongoing basis. Emphasizes existing and new policies and procedures to employees to ensure understanding. Cross-trains employees as needed to meet operational needs and increase an employee's competence level.
- Manage hardware inventory (such as point of sales, computers, printers, pin pads, wiring, etc.) accurately and properly. Orders equipment, as necessary. Keeps detailed logs to ensure adequate supplies are available for school cafeterias.
- Work part time under another department to process and assist with Income Verification Forms.
- Help the District conserve costs and be responsible stewards of our environment through intentional employee practices including but not limited to waste reduction, recycling, composting, energy and water conservation, etc.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED

Perform other related duties as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

PHYSICAL EFFORT AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may involve rare exposure to blood or body fluids. Regular attendance for this position is required.

Tools/Equipment Used: Standard office equipment including personal computer and peripherals

Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

Motion: Repetitive hand motions including frequent keyboarding and use of mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: Office setting, may work prolonged or irregular hours; frequent districtwide travel to provide education on programming

Mental Demands: Work with frequent interruptions, maintain emotional control under stress

PERSONAL WORK RELATIONSHIPS

The incumbent receives guidance and performance reviews from the appropriate supervisor of the department. Reviews are based on successful automation support, adequate software updates, adequate hardware implementations, and acceptable interaction amongst internal and external customers. Incumbent will have contact with Food Service staff, parents, principals, teachers, students, and other school staff.

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The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

I have read & acknowledged the job description above.

Employee Signature:		**Date:**	