POSITION TITLE: Manager, Food Service Operations

CONTRACT LENGTH: 11M, 12M

DATE: 6/28/12

DATE OF LAST REVISION: 8/04/14

JOB CODE: FS0325, FS0326

PAY GRADE: 27

FLSA STATUS: E

JOB FAMILY – Food Service

JOB SUMMARY
Manages and oversees food production staff and activities at multiple sites. Responsible for financial health and success of assigned schools including developing, managing and updating the budget. Maintains compliance with federal, state and local regulations in accordance with the National School Lunch Program and other Child Nutrition programs. Provides excellent student, parent and HISD staff customer service and presentation.

MAJOR DUTIES & RESPONSIBILITIES

1. Responsible for and provides oversight in planning, developing, implementing, and supervising a quality child nutrition program at assigned schools.

2. Manages the performance of the child nutrition program through verification and analysis of customer satisfaction systems, and quality and service of products.

3. Responsible for financial health and success of assigned schools. Collaborates with Operational Director to establish bold, measurable and achievable goals for assigned schools focused on customer service, compliance, meal participation, cents per meal, and labor goals. Investigates, analyzes and resolves complex business issues as they relate to Food Services.

4. Maintains and is responsible for compliance of assigned schools with all pertinent federal, state, and local regulations. Including, but not limited to the following: National School Lunch Program, National School Breakfast Program, After School Care Program, Summer Food Service Program, Child & Adult Care Feeding Program, Fresh Fruit and Vegetable Program, HACCP Policy, and local health codes.

5. Collaborates with school administration to strategically market and implement new child nutrition programs and products.

6. Exhibits a knowledgeable, passionate, and enthusiastic commitment for continued customer service through effective communication with principals, school staff, HISD senior management staff, and community members.

7. Manages, evaluates and develops staff on performance goals and expectations.

8. Performs other job-related duties as assigned.
# Houston Independent School District

## Job Description

### EDUCATION
Bachelor's Degree, or Additional equivalent and directly related education and experience in lieu of a Bachelor's degree, as determined by Human Resources and the hiring manager. Equivalent experience is four or more years of directly related experience in addition to the minimum experience requirement of 5 years.

### WORK EXPERIENCE
5-7 years

### TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION
- Microsoft Office
- SAP
- Office equipment (e.g., computer, copier)
- Vehicles (e.g., automobile, truck, tractor, forklift)
- ServSafe Certification,
- City of Houston Food Handler Certification
- Ability to drive a vehicle and inspect facilities
- Ability to lead teams, host meetings and interact with large groups

### LEADERSHIP RESPONSIBILITIES
Manages. Accomplishes the majority of work objectives through the management of direct reports. Provides day-to-day direction to staff; may become directly involved, as required, to meet schedules and resolve problems. Responsible for assigning work, meeting completion dates, interpreting and ensuring application of policies and procedures. Receives assignments in the form of objectives, with goals and the process by which to meet goals. Provides input to hiring, performance and budget.

### WORK COMPLEXITY/INDEPENDENT JUDGMENT
Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

### BUDGET AUTHORITY
No budget development activity is required.

### PROBLEM SOLVING IMPACT OF DECISIONS
Decisions are made on both routine and non-routine matters with some latitude, but are still subject to approval. Job is occasionally expected to recommend new solutions to problems and improve existing methods or generate new ideas.

### IMPACT OF DECISIONS
Decisions have minor, small and possibly incremental impact on the department or facility. Errors are usually discovered in succeeding operations where most of the work is verified or checked and is normally confined to a single department or phase of the organizational activities resulting in brief inconvenience.

### COMMUNICATION/INTERACTIONS
Collaborate and solve problems- works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers.

### CUSTOMER RELATIONSHIPS
Regularly assesses and diffuses complex, and escalated customer issues. Takes personal responsibility and accountability for solving systemic customer service problems. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD’s policies and guidelines.

### WORKING/ENVIRONMENTAL CONDITIONS
Work involves frequent exposure to unpleasant elements, such as extreme temperatures, dirt, dust, fumes, smoke, loud noise, chemicals, etc.