

## 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 cafeteria 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 cafeteria personnel.
  - Developing and reviewing work schedules and production schedules for cafeteria 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 cafeteria managers and counseling food service employees.
  - Serving on interview committees for selection of cafeteria personnel.
  - Recommending cafeteria 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, bag lunch, packaged hot meals, or special menus for students with disabilities and senior citizens.
  - 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 or supervising training programs for food services employees.
- Serves as a technical resource on matters of food services to 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 Branch 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 Senior Food Services Supervisor provides general supervision over the work of Area Food Services Supervisors who are responsible for providing general supervision and coordination of food services programs.

A School Cafeteria Manager V operates a secondary school cafeteria or an adult cafeteria with average daily meals served of 3000 or more. Locations that have a School Cafeteria Manager V have the same full feeding program as those with School Cafeteria Manager IV positions.

#### SUPERVISION

General direction is received from the Director or the Deputy Director of Food Services. General supervision is received from a Senior Food Services Supervisor. General supervision is exercised over the work of food service employees such as Cafeteria Managers, Senior Cafeteria Workers, and Cafeteria Workers.

#### CLASS QUALIFICATIONS

##### Knowledge of:

- Fundamentals of nutrition
- Quantity food preparation and price and portion controls
- Food ordering and storage
- Hazardous Analysis Critical Control Point (HACCP) principles 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, cafeteria 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

## ENTRANCE QUALIFICATIONS

### Education:

30 semester units or equivalent quarter units of college courses, adult courses (1 adult course = 3 semester units), or a combination of college and adult courses in food services management, hotel and restaurant 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, business management, nutrition, or a related field is preferable.

### Experience

Three years of supervisory experience as a LAUSD Cafeteria Training Specialist or School Cafeteria Manager I-V. 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 the military food service organization within the last seven years. Such 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 current Health and Safety Certificate (ServSafe Certificate or its equivalent).  
A valid California Driver License.  
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised  
10-15-07  
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