

SENIOR FOOD SERVICE TRAINING SPECIALIST

DEFINITION

Supervises and participates in the development and implementation of training programs and materials related to food service management and operations.

TYPICAL DUTIES

Supervises and participates in training programs for the Food Service Branch.
Plans, develops, and implements food service training and staff development programs in areas such as diversity, customer service, profit and loss, food service technology, and food service supervision.
Conducts needs analyses, develops curriculum and lesson plans, and selects appropriate means of presentation.
Coordinates the scheduling of food services training sessions.
Arranges for training facilities.
Assigns food service personnel to appropriate training sessions and schedules backup personnel for work coverage.
Prepares and maintains records related to completed training sessions, provides certificates of completion, and prepares time reports for participants.
Updates training activities in regard to changes in procedures, standards, and legal requirements.
Evaluates the work performance of Food Service Training Specialists and office clerical personnel.
Creates Standard Operation Procedures (SOP), and training documents such as job aides and other materials for food programs.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Senior Food Service Training Specialist participates in the development of training programs, curricula, lesson plans, and supervises and participates in the training of Food Service Training Specialists, food service managers, and staffs in skills related to food service management, technology, and operations.

A Nutrition Specialist develops and analyzes menus and recipes; tests and recommends foods and related products for purchase; prepares reports; monitors food service programs to ensure compliance with federal, State, and local requirements and standards; and provides nutrition information to food service employees, school administrators, students, parents, and community groups.

A Food Service Training Specialist assists in developing training programs and trains food service managers and staff in food service operations, technology, procedures, and personnel utilization.

SUPERVISION

General supervision is received from an administrator, Deputy Branch Director, or Branch Human Resources Manager. General supervision is exercised over Food Service Training Specialists and support staff.

CLASS QUALIFICATIONS

Knowledge of:

- Classroom training techniques
- Effective staff utilization methods
- Food, food cost, quantity cooking, and general nutrition principles
- General operational requirements, rules, and regulations governing school nutrition programs under the National School Lunch Program.
- Correct use and care of kitchen and food service equipment
- Principles of supervision
- Procedures for "Flow of Food"
- Health and safety rules and regulations pertaining to Hazard Analysis and Critical Control Point (HACCP) principles
- Methods and principles of training
- Adult learning theories
- Instructional design techniques

Ability to:

- Supervise and lead effectively
- Work with various senior level personnel
- Analyze training needs
- Develop training plans
- Plan and develop curriculum and lesson plans
- Write clear, concise instructional material and reports
- Learn and demonstrate the use of food service-related computerized systems
- Conduct effective training programs and sessions for groups or individual employees
- Coordinate and schedule training sessions
- Speak in a clear manner and communicate effectively with school administrators, department administrators, senior level personnel, and food service employees
- Understand and explain pertinent policies and procedures
- Institute changes in procedures with tact and diplomacy
- Demonstrate proper food preparation, cooking, and serving techniques
- Demonstrate correct and efficient use of food service equipment
- Operate an office computer with Microsoft operating systems and word processing, database, Power Point, and spreadsheet software
- Learn and utilize entry-level video editing program basic features
- Evaluate the effectiveness of training personnel
- Evaluate performance problems and train food service employees appropriately and constructively
- Analyze and resolve problems as appropriate

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent proficiency at the high school level. Completion of 60 semester units or 90 quarter units from a recognized college or university with 30

semester or equivalent quarter units in food services, hotel and restaurant management, food science, nutrition, sanitation, or other closely related fields. Additional qualifying training experience may be substituted for up to one year of the required education.

Experience:

Three years of supervisory or managerial experience. The experience must include two years of experience providing group training, identifying training needs, and developing and implementing training programs.

Special:

A valid California driver license and the availability of private transportation or the ability to utilize an alternative method of transportation.

A "Train-the-Trainer" Certificate is preferable.

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

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

Revised
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