



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Food Services Director	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input checked="" type="checkbox"/> Administrator - Classified	<input type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	20	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Vice President of Administrative Services or designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

The Food Services Director plans, organizes, directs, coordinates, and supervises the activities and operations of Shasta College food services including the cafeteria, snack bar, staff dining room, campus vending catering services, and the Starbucks licensed store. The Director provides a customer-friendly and inviting atmosphere for food services. Incumbents regularly analyze data and leverage observations to inform decision making and improve customer experiences and store results. Employees in this classification receive minimal supervision within a framework of standard policies and procedures. Employees in this classification train, coordinate, supervise, and formally evaluate the work of assigned employees. This job class exercises responsibility for the planning, assigning, and supervising of the work of food services personnel in the preparation and serving of food to students and staff. This job class functions at a full supervisory level of classification, is overtime exempt, and requires effective organization, problem-solving, and decision-making skills.

TYPICAL DUTIES

Essential Functions:

- Plans, organizes, directs, and supervises the activities and operations of District food services, including the Starbucks licensed store, ensuring a high level of service and efficiency of operation.
- Reads, interprets, applies, and ensures compliance with District food services operating policies, procedures, and regulations while implementing effective retail practices.
- Appraises, reviews, and analyzes industry trends, practices, and technical innovations to provide efficient and effective customer service.
- Effectively uses business forecasting and operational scheduling tools and proactively hires new employees to ensure delivery of excellent customer service consistently.
- Selects, assigns, trains, supervises, evaluates, counsels, and disciplines direct reporting staff performance; plans, coordinates, and provides appropriate training for

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department personnel..

- Facilitates use of food service areas, equipment, and supplies with the culinary arts and hospitality instructional programs; establishes and maintains separate institutional and instructional program costs; and works cooperatively with culinary arts faculty.
- Evaluates existing food service operations for effectiveness and efficiency, recommends changes and modifications to improve performance, and implements approved changes in operating procedures.
- Reads, interprets, and applies safety and sanitation standards in accordance with county health codes and ensures all employees are trained effectively.
- Reviews and modifies cafeteria layout, fixtures, and design for maximum safety and efficiency.
- Plans, develops, and implements a preventive maintenance and replacement program for facilities and equipment.
- Prepares and analyzes budget, sales, and customer count reports and develops operational changes to generate increased revenue and cover operational costs.
- Ensures compliance with sanitation standards and provides training on the standards to all employees.
- Plans and writes menus.
- Monitors foodstuffs and supplies; estimates needed quantities; and purchases, receives, and maintains inventories.
- Develops and prepares the annual preliminary budget for the Department; analyzes and reviews budgetary and financial data; authorizes expenditures in accordance with established limitations.
- Models successful customer service skills and trains employees in meeting customer needs and expectations.
- Arranges for preparation and serving of meals for special occasions.
- Supervises the cleaning of kitchen, kitchen equipment, and eating utensils and ensures compliance with established standards.
- Monitors security of the food services area/operation and reports issues timely.
- Manages on-campus catering and vending services.
- Operates standard office equipment such as copier, calculator, cash register, computer, printers, fax, and other technologies.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles, procedures, practices, and objectives of institutional food services

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management. Quality customer service and food/product merchandising.

- Principles and methods of menu planning.
- Proper safe and sanitary methods of preparing, cooking, serving, and storing a variety of foods and beverages.
- Use of kitchen, food, and beverage preparation machines and utensils.
- Budget control development, management, and maintenance.
- Principles and practices of administration, leadership, and supervision, including planning, organizing, assigning and reviewing work, performance appraisals, discipline, and employee selection and development.
- Strong verbal and written communication skills.
- Strong analytic, interpersonal, negotiation, and organizational skills.
- Computer applications including Microsoft Office and food industry-specific software.
- Proper use and operation of standard office equipment and machines such as point of sale systems, calculators, copiers, fax machines, computers, and printers.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Ability to:

- Learn District policies and procedures, Education Code regulations, and apply good judgment in a variety of procedural situations.
- Plan menus providing opportunities for a varied and properly balanced diet.
- Estimate food and beverage quantities needed and order correct amounts for economical food service results.
- Supervise and instruct employees in proper safety and sanitation procedures.
- Learn, interpret, and successfully apply and carry out a variety of complex directions with limited supervision.
- Train, schedule, supervise, coordinate, and formally evaluate the work of others.
- Understand and carry out a variety of oral and written instructions independently.
- Perform mathematical calculations efficiently and accurately.
- Establish and maintain efficient recordkeeping and filing systems and prepare routine reports.
- Plan, organize, prioritize, and complete work to meet established timeframes consistently.
- Work under pressure effectively and efficiently.

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- Analyze problems, determine effective solutions, and take independent action for successful results.
- Operate a variety of standard office machines and equipment, including computer software programs, to support work activities.
- Communicate effectively orally and in writing.
- Exercise tact, diplomacy, and good judgement in all stakeholder interactions.
- Learn from errors, determine appropriate corrective action, and prevent repeated occurrences.
- Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and ability backgrounds.
- Work independently with little or no supervision.

QUALIFICATIONS

Education Required:

- Bachelor’s degree in food service management or a related area or any combination of equivalent education, training, and experience.

Experience Required:

- At least one year of supervisory experience in an institutional setting, cafeteria, or restaurant; preparing and serving food; ordering food supplies; establishing and maintaining a customer-friendly and inviting atmosphere; maintaining security and sanitation standards.
- Demonstrated successful interpersonal communication and leadership skills in a professional work environment.

APPROVALS

Date Created/Revised:	1/15/2019
Cabinet Reviewed:	1/29/2019
Board Approved:	2/19/2019

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)