

2. POSITION TITLE: SCHOOL FOOD SERVICE MANAGEMENT (Dietetic Technician)

DEPARTMENT/SECTION:

REPORTS TO:

DATE PREPARED:

POSITION SUMMARY

The School District Food Service Director oversees the operation of the district Child Nutrition Program in compliance with state and federal regulations, and requirements of the State Department of Education. This position directs the day-to-day operations of the district's school foodservice operations which includes: development of policies and procedures for food service operations, purchasing, food production and distribution, quality and service of food, and human resource functions; development and management of budgetary and purchasing strategies, as well as Point-of-Sale operations at multiple locations; providing guidance on menus that meet nutrition standards and student preferences within budgetary guidelines and regulations for reimbursement; maintenance of records and supporting documentation in accordance with federal, state and local laws and policies; development and monitoring of compliance with sanitation and food safety standards. The position will report to and work with appropriate counterparts including the superintendent and school administrators, maintain expertise and compliance in and with all federal, state and state and district-wide regulations and goals. Develops and implements multi-unit marketing and promotional strategies that attracts students, teachers, administrators, support staff, and community. Recruitment, selection and management of employees throughout the organization at multiple locations is required.

PRIMARY RESPONSIBILITIES

Operations

- Leads development and interpretation of all policies and procedures with food service managers, employees and principals.
- Determines equipment and computer needs, food, labor and other operational costs.
- Provides menu planning guidelines for breakfast, lunch, snack, and summer programs consistent with principles of good nutrition that meet all federal, state, and local guidelines and regulations, and direct assistance in the development and analysis of school menus.
- Oversees or designs and evaluates new recipes, products and concepts. Works with parents, school staff, teachers, and physicians to plan menus for children with special needs; consults with registered dietitian nutritionist with State Department of Education as needed.
- Develops procedures to guide food production with an emphasis on minimizing waste while maximizing nutritional value and budgetary concerns.

- Conducts on-site reviews; and prepares and/or reviews reports concerning the operation of all units in cooperation with staff and administration.
- Reviews lunchroom observations completed by staff for compliance to procedures, health department standards, the National School Lunch Program and efficient operating procedures, as well as other federal, state and local requirements.
- Oversees development of bid specifications for food and supplies, bid process with prospective vendors, and review and awarding of contracts.
- Oversees the Point-of-Sale program working with unit managers to coordinate and evaluate all associated equipment and provide staff training..
- Evaluates and projects facility and equipment needs, coordinates maintenance and repair of equipment and facilities with facilities management staff.
- Contributes to the nutrition and nutrition education components of the district's local wellness policy; serves on the districts Wellness Advisory Committee.
- Manages all forms of internal and external communications.
- Provides direct assistance in terms of marketing and promotion of the Child Nutrition Services.
- Works in a multi-faceted professional office environment with occasional requirements of lifting less than 30 pounds.
- Performs related duties as assigned.

Personnel Management

- Interacts with principals, teachers, custodians and other school personnel to resolve problems and improve service.
- Serves as a role model and mentor for employees and colleagues.
- Ensure all appropriate laws and regulations concerning safety and personnel involving minor children and adults are maintained.
- Serves on district and department committees as assigned and/or needed.
- Interacts with the public when questions about the department arise.
- Develops criteria for staffing, training, and evaluating food service personnel that recognizes education, experience, and responsibility.
- Develops or assists in developing job descriptions and determines levels of competency necessary to meet mandatory job requirements as needed.
- Assists in staff development and training for professional, technical and support personnel; plans and provides continuing education and required annual training for food service personnel as mandated by state, federal and school-wide policies.
- Supervises and evaluates the performance of employees and reviews the appraisals performed by subordinates.
- Oversees and/or conducts orientation of management staff and personnel.
- Trains, manages, disciplines, and evaluates the performance of employees reporting to the position.
- Participates in disciplinary hearings for food service staff.

- Resolves conflicts using constructive coaching techniques while providing colleagues with feedback that is timely, clear and appropriate.
- Display and maintain highest level of ethical and professional behavior in working with students, parents, school personnel and outside agencies/vendors involved in operations.

Business and Quality Integration

- Develops annual operating budget, projected revenues, and expenditures following district process in consultation with school food services managers; monitors expenditures, revenue and meal reports monthly and assures compliance with reimbursement guidelines specified in state and federal regulations.
- Evaluates, recommends, and implements cost reduction and productivity measures using performance improvement and benchmark data.
- Identifies, reviews, and prioritizes opportunities to improve food service operations efficiency and effectiveness.
- Develops, initiates, and monitors the performances improvement program, introducing new tools and adjusting processes as necessary to ensure food safety, improve customer satisfaction, and comply with state, federal and local standards.

Professional Interface

- Creates and fosters a positive atmosphere; create good feelings about the Child Nutrition Program with students, faculty, administration, and throughout the community.
- Reviews and addresses all concerns regarding the nutrition program and serve as a positive representative for the district and the Child Nutrition Program.
- Plans and participates in school nutrition and food service systems management supervised practice experiences for nutrition and dietetics students/interns as needed.
- Acts as a mentor for staff, students, and interns, to promote personal and professional growth and development.
- Collaborates with school managers to promote effective communication and processes and to ensure students' and staff nutritional needs are met.
- Attends and participates in interprofessional teams and committees.

Professional Development

- Maintains status as a Nutrition and Dietetics Technician, Registered (NDTR) by the Commission on Dietetic Registration (CDR) via continuing education to maintain credential.
- Continuously improves knowledge of nutrition issues and policies, practice guidelines, research related to child nutrition, products or services, and communication skills.

- Obtains minimum of 12 hours of annual continuing education/training related to position responsibilities and child nutrition.
- Applies the Revised 2017 Scope of Practice for the NDTR, Revised 2017 Standards of Practice (SOP) in Nutrition Care and Standards of Professional Performance (SOPP) for NDTRs to evaluate competence, identify areas for continuing education, and advance practice; and Standards of Excellence in Nutrition and Dietetics for Organizations Metric Tool to measure and evaluate the Child Nutrition Program's operations, services, and initiatives. Develops and implements an individualized professional development portfolio plan for professional growth and development, including participation in professional organizations and activities, workshops, seminars, and staff development programs.

KEY COMPETENCIES

Communication

- Demonstrates strong interpersonal skills and abilities to communicate effectively in written, verbal and electronic form.
- Successfully utilizes the most effective and meaningful form of communication to express ideas and information.
- Be able to communicate in diverse environment with customers who may be of other cultures and whose primary language might not be English.
- Be able to communicate and work compassionately and professionally with individuals who might be disabled or have special needs, and who have limited understanding of nutritional requirements, and Child Nutrition Program regulations.

Problem Solving

- Analyzes and resolves difficult and sensitive challenges using professional, evidence-based approaches.
- Seeks involvement from diverse perspectives and from administrators, district staff, school food service managers, faculty and staff to solve problems.

Teamwork

- Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Adapts approach, goals, and methods to achieve results in dynamic team situations.

Adaptability

- Adapts own attitudes and behaviors to work effectively with diverse populations and situations.

- Accepts and readily adapts to changing priorities, better ideas, strategies, procedures and methods.

Organization and Collaboration

- Ability to perform responsibilities without detailed instructions or necessity of close supervision.
- Organizes multiple tasks, establishes priorities, and meets deadlines for assignments and responsibilities.
- Cooperatively and effectively works with people from all organizational levels and builds consensus through negotiation and diplomacy.

Customer Focus

- Demonstrates service excellence to students, families, coworkers, other departments and the community by showing respect, honesty, fairness and a positive attitude toward all.
- Meets customer service needs quickly and effectively; takes action to review and remedy concerns.

QUALIFICATIONS

Education/Experience

Associate or Bachelor's degree in food and nutrition, food service systems management, dietetics or related area, granted by an accredited college or university. Completion of dietetic technician program, or completion of required nutrition and dietetics coursework through a Didactic Program in Dietetics accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics to qualify for credentialing.

Minimum of 1-year relevant school nutrition program experience with Associate's degree. Experience with Child Nutrition Program or institutional food preparation and kitchen management, personnel management skills, ability to develop and provide training programs for school nutrition personnel required. Working knowledge of Federal and State regulations applicable to Child Nutrition Programs preferred.

At least 8 hours of food safety training prior to hire or completed within 30 days of start date.

Certification/Licensure

Nutrition and Dietetics Technician, Registered (NDTR) by the Commission on Dietetic Registration (CDR).