

**5. POSITION TITLE: REGISTERD DIETETIC TECHNICIAN -
SUPERMARKET/RETAIL**

DEPARTMENT/SECTION:

REPORTS TO:

DATE PREPARED:

POSITION SUMMARY

The Registered Dietetic Technician – Supermarket/Retail, provides direct support to the Culinary Department Director, working in conjunction to promote the value and relationship of the organization’s products and services as well as manage the Test Kitchen. This role serves as a champion of wellness promotion and community partnerships. The position will educate the public by way of developed and implemented health classes, web-based programming and store tours. It will be this position’s responsibility to build upon current programs and help shape future organizational initiatives. In addition to promoting and marketing the program, a knowledge of menu generation and recipe documentation strategies is essential, as is maintaining professional competencies and skills required for practice in the field.

PRIMARY RESPONSIBILITIES

Operations

- Drives the development and content of relevant nutritional education programs
- Partners with category managers to introduce and highlight wellness-related store products to our customers through cooking classes, promotions, initiatives and store tours.
- Partners with Culinary, Training and Development, Marketing and Advertising departments to effectively communicate wellness message and initiatives to our customers and organization.
- Educates customers on nutritional products and services offered by the organization via class instruction, store tours, community partnerships, etc...
- Researches, develops and teaches new class concepts related to wellness in correlation to current trends.
- Develops and manages partnerships with vendors to create new content and product promotions that highlight relevant wellness topics and drive sales of identified products.
- Manages partnerships with area hospitals to promote wellness platform and health screenings to the community.
- Utilizes industry memberships, pharmacy department, periodicals, registered dietitians, healthcare organizations to develop new attributes to our wellness services.

- Manages operations in the Test Kitchen, including recipe testing and developing nutritional analysis while emphasizing attention to detail and food safety.
- Responsible for final testing of any published recipes.
- Coordinates and provides supervised practice experiences for nutrition and dietetics students/interns from local universities and colleges. Serve as the contact person for these programs to develop and educate future dietitians and dietetic technicians.
- Participates as needed for “on air” and radio interview opportunities to promote the wellness program.
- Provides culinary expertise and support to local community organizations. Utilizes these resources to promote wellness platform, classes, and tours.
- Provides customer support service via phone and E-mail.
- Manages all forms of internal and external communications.
- Works in a multi-faceted professional office environment with occasional requirements of lifting less than 20 pounds.
- Travel will be required 10-20% of the time.
- Performs related duties as assigned.

Personnel Management

- 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 as requested.
- Conducts orientation of test kitchen staff in collaboration with Culinary Department Director.
- Trains, manages, disciplines, and evaluates the performance of employees reporting to the position.
- Resolves conflicts using constructive coaching techniques while providing colleagues and staff with feedback that is timely, clear and appropriate.

Business and Quality Integration

- Evaluates, recommends, and implements cost reduction and productivity measures using performance improvement and benchmark data.
- Identifies, reviews, and prioritizes opportunities to improve organization efficiency and effectiveness.
- Participates in quality and 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.
- Assists in budget planning.

Professional Interface

- Acts as a mentor for staff, students, and interns, using knowledge of food service systems management, nutrition and wellness to promote personal and professional growth and development.
- Collaborates with department and unit managers to promote effective communication and processes and to ensure customers' 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 professional corporate training, workshops, conferences and continuing education to maintain credential.
- Continuously improves communication skills, and knowledge of nutrition, wellness topics, food service systems, culinary skills, practice guidelines and applicable regulations, current technology including Microsoft Word, Excel, Power point, nutritional analysis software, social media platforms, and emerging products, and research related to products or services.
- 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 an organization's programs, services, and initiatives.
- Develops and implements an individualized 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 ability to communicate effectively in written, verbal and electronic forms.
- Understands demographics of customer base and tailors nutrition and health messages to satisfy customer needs and interests.

Problem Solving

- Analyzes and resolves difficult and sensitive challenges using professional, evidence-based approaches.
- Seeks involvement from diverse perspectives and areas of the department or hospital to solve problems.
- Working knowledge of recipe measurements and measurement conversions.
- Basic mathematics knowledge required.

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.
- Gains support for ideas, proposals, projects, and solutions utilizing convincing evidence-based arguments that address concerns and issues.

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.
- Develops, maintains, and strengthens partnerships with others inside or outside the organization who can provide information, assistance, and support.

Customer Focus

- Demonstrates service excellence to customers, 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 nutrition, foodservice systems management, 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 three years' experience in foodservice systems or hospitality management field, and nutrition/wellness education activities. Must be or will become ServSafe Certified.

Certification/Licensure

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