**SAMPLE JOB DESCRIPTION: OPERATIONS MANAGER-TRAINING**

Job Title: Operations Manager-Training (OM-T)

Division: [District Dependent] Job Code: XX

Department: Food Services Department (FSD) Affiliation: XX

Date Developed: XX Grade: XX

Revision Date: XX Overtime Status: XX

Reports To: [District Dependent]

Supervisor’s Superior: Food Services Director

Positions Supervised: [Insert-regional managers; central production mgmt. and staff; quality assurance-sanitation specialist]

**Job Summary**

Under the direction of the [District determined], and in accordance with the strategic plan and operational goals and objectives of the department, assists in developing and administering the food service programs through technical and organizational expertise. Primary areas of responsibility include; planning, implementing, overseeing, managing and reviewing staff development/training elements specifically targeted at the site level operations in district-wide nutrition services programs.

An incumbent is respons­ible for monitoring food services operations teams, including [insert- regional manager, central production kitchen staff, and school site operations] to ensure consistent, efficient operation of department services including compliance with federal, state and District rules and regulations. The OM-T ensures the procurement, preparation, distribution and service of nutritious/delicious foods, food safety and adherence to applicable laws, standards and guidelines. Ensuring that all of the food served is of the highest quality possible and that the department runs in a fiscally responsible and highly functioning manner.

**Essential Duties and Responsibilities**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Applies professional knowledge, ethics, and administrative skills in overseeing a comprehensive school food service program for the [Sample School District] in compliance with federal and state laws and regulations, local and state health ordinances, and [Sample School District] policies.
2. Under the direction of the AD-O manages the selection, training, assignment and supervision of, central production and school sites teams; oversees and evaluates training needs and directs the [Insert according to Organizational Model] and [Insert] in the planning and implementation of staff development programs. Develops and reviews work schedules and standards with staff; ensures adequate staff coverage at school sites; monitors to ensure appropriate food preparation, service and storage of equipment and arranges for maintenance and repairs; ensures safe food handling and storage regulations are being met and enforced.
3. Directs the evaluation of the performance of [Insert]; including setup of cafeteria, salad bars, alternative breakfast programs and other food stations; basic food preparation, heating and plating; food service to students; recording meals served and collection of fees; cleaning and sanitation of equipment and serving areas; and safe storage and handling of food.
4. Employs exemplary leadership and communication skills in order to maintain healthy morale, resolution of operational issues and strong working relationships with regional team, site teams, and school administration.
5. Develops and recommends changes to food service program policies and procedures.
6. Applies principles of management and productivity in developing staffing formulas and establishing production standards.
7. Knowledge of and ability to translate knowledge of sustainable food preparation, recipes and menus and utilize them in the ongoing implementation of the program.
8. Ensure that recipes are strictly adhered to, and that foods served are of the highest nutritional quality and taste standards.
9. Manages the development of standards for the operation of quality food service programs.
10. Manages the development of specifications for food related supplies, and equipment.
11. Communicates the policies, procedures, goals and objectives of the Food Services Department.
12. Performs and promotes all activities in compliance with equal employment and nondiscrimination policies; follows federal laws, state laws, school board policies and the professional standards.

**Education and Related Work Experience**

1. To qualify for this position, an individual must possess any combination of experience and education that would insure being able to meet and fulfill job requirements; including Culinary Degree from a certified institution, Bachelor’s Degree or higher, and extensive experience in the fields of food service system management, staff development, training and team building, large scale food production systems, nutrition, and sustainable agriculture.
2. A minimum of five years experience in large scale food service management with an emphasis on a sustainable model that includes: menu planning, food procurement, staff development and training, supervision, and serving nutritious, tasty, and appealing from-*scratch* meals in a commercial or institutional environment, *preferably* to include experience with USDA Child Nutrition Standards and compliance.

**Licenses, Registrations or Certifications**

* Valid [insert state] Driver’s License
* Valid Food Handler’s Certificate

**Technical Skills, Knowledge & Abilities**

* Excellent verbal, written, and interpersonal communication skills
* Direction and leadership
* Knowledge (and ability to translate knowledge) of sustainable food preparation, recipes and menus
* Knowledge of staff development programming, specialized training and supervision.
* Sustainable food, supplies and equipment procurement
* Knowledge of all national, state and city health, sanitation and safety policies, laws and guidelines as they relate to food service operations
* Knowledge of the procedures, policies, practices and methods of food service operation
* Knowledge of local, state and federal regulations regarding food services nutritional standards, dietary guidelines and reporting requirements
* Knowledge of food and equipment specification, warehouse and central production facility operations, profit and loss analysis and procurement procedures

**Other Required Proficiencies**

* Computers and peripherals
* Microsoft Office Applications; Word, Excel, Outlook, Access
* Working knowledge of K-12 Software including application scanning, point of sale, and all back office functions including; recipe management, menu planning, inventory management, ordering and receiving and vendor management.

# The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

* Ability to smell, taste and feel, in order to determine quality of raw and prepared food products
* Ability to work with frequent interruption and to simultaneously supervise a variety of tasks
* Ability to stand, stoop, reach and bend; mobility of arms to reach, dexterity of hands to grasp and manipulate large and small objects
* Ability to read small print
* Ability to stand for long periods
* Ability to walk long distances
* Ability to lift, push and/or pull objects, which may approximate 50 pounds
* Ability to work with, and in the proximity of, equipment with moving mechanical parts
* Ability to work in an inside environment
* May be required to work around loud noise

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District, administrators, staff, vendors, parents and others encountered in the course of work.

**Work Environment**

May occasionally be exposed to conditions of extreme heat in kitchens.

*Note: The above is intended to describe the essential content of and requirements for the performance of this job. It is not to be constructed as an exhaustive statement of duties, responsibilities or requirements.*