



FOOD SERVICE DIRECTOR II

CHARACTERISTICS OF WORK:

This is work at the administrative level with responsibility for directing all activities and operations of a dietary department. This position carries responsibility for the overall planning, direction, and review of a total food service operation to include budgeting, clinical services, purchasing and control, staffing, teaching, and operations with considerable latitude exercised over all areas of the food service. General supervision is received from an administrative official of the facility served. The Director exercises supervision over the dietetic, managerial, and administrative staff of the food service program.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Bachelor's degree from an accredited four-year college or university with a major in Foods and Nutrition, Food Service Management, or Institutional Management;

AND

Experience:

Five (5) years of experience in food service operation and registration as required below.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Nine (9) years of experience in food service operation and registration as required below.

Substitution Statement:

Directly related education and directly related experience may be substituted on an equal basis.

Licensure/Registration:

Applicant must be a Registered Dietician or have a membership with the Dietary Manager's Association.

Required Documentation:

Applicant must attach a valid copy of his/her active license as a Registered Dietitian or membership with the Dietary Manager's Association.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Taste/Smell: Possesses the ability to use the sense of smell to recognize and distinguish odors. Possesses the ability to use the sense of taste to recognize and distinguish flavors.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are

linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Program Administration: Directs all activities and operations of the food service program at a state facility.

Develops, recommends, and implements all operational and administrative policies and procedures of the food service program. Assumes the overall planning, direction, and review of a total food service operation.

Planning and Evaluating: Plans and organizes work of others and determines resource requirements; coordinates with others to accomplish goals.

Assumes responsibility for the selection, retention, transfer, promotion, and special training upon proper recommendation of all personnel within the food service operation. Confers with other federal, state, or local governmental units and other department of unit heads regarding technical or administrative aspects of the food service program. Recommends purchase of new equipment and remodeling necessary to increase efficiency of the program.

Production and Processing: Possesses knowledge of raw materials, waste, quality control, costs, maintaining inventory, and techniques for maximizing the manufacture and distribution of goods.

Assumes responsibility for costs of food, labor, and inventory of equipment and supplies. Develops food specifications and methods of receipt for and storage of food supplies. Assists in developing menus.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions. Takes risk appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Exhibits the ability to work through challenges and create opportunities.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands effects of decisions on the organization and on other organizations. Acts as a change agent by initiating and supporting change within the agency.

Working Through Others: Supports, motivates, and is an advocate for staff.

Creates effective teams; shows a willingness to get work done through others. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and knows what and how to measure.

Resource Management: Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources.

Demonstrates ability to plan, prioritize, and organize.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Plans and directs total food service operations.
2. Inspects and reviews food service operations.
3. Exercises supervision over the staff of the food service program.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Develops, recommends, and administers the budget of a food service operation.

Develops, recommends, and implements all operational and administrative policies and procedures of the food service program.

Develops menus in conjunction with dieticians, food specifications, methods of receipt for, and storage of food supplies.

Assumes responsibility for the selection, retention, transfer, promotion, and special training, upon proper recommendation, of all personnel within the food service operation.

Inspects all work, storage and serving areas to determine that regulations and directions are followed.

Confers with other federal, state, or local governmental units, and other department or unit heads regarding technical or administrative aspects of the food service program.

Conducts continual review and recommends purchase of new equipment and remodeling necessary to increase efficiency of the program.

Reviews all records and reports.

Assumes responsibility for costs of food, labor, and inventory of equipment and supplies.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.