



FOOD SERVICE SUPERVISOR I

CHARACTERISTICS OF WORK:

This is responsible supervisory work involving the supervision of an assigned function within a major unit of a food service operation. Work involves assisting in the implementation of the directives, programs, and policies of the food service program; assisting in maintaining cleanliness of food service areas and equipment; assisting in assigning and coordinating work of employees to prorate efficiency of operations; and assisting in requisitioning supplies and equipment to maintain stock levels. Supervision is received from the Food Service Supervisor II or official at a higher level, and supervision is provided to all food service personnel within the assigned function of the unit.

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:

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

AND

Experience:

Two (2) years of experience related to the described duties.

Special Requirements:

Applicants must hold or obtain within eleven (11) months of employment, certification by the Dietary Managers Association.

Substitution Statement:

Related education and related experience may be substituted on an equal basis, except there shall be no substitution for the required certification by the Dietary Managers 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.

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 stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or bend. The incumbent is frequently required to sit. The incumbent is occasionally required to climb or balance.

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:

Managing Human Resources: Supervises and monitors work assignments of others; evaluates work performance and provides feedback.

Assists in the supervision of work for the proper accomplishment of work schedules. Supervises the work of cooks, kitchen helpers, waitresses, and other service workers. Supervises preparation of appropriate reports and records.

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

Assists in requisitioning supplies and equipment to maintain stock levels. Assists in responsibility for receipt, inventory, and issuance of food, supplies, and equipment.

Food Service Safety and Sanitation: Ensures that regulations and procedures concerning food safety and sanitation are followed.

Follows proper procedures for inspecting kitchen and dining area and kitchen utensils and equipment to ensure sanitary standards are met. Ensures that food and food preparation is in accordance with established sanitary and preparation guidelines.

Technical Competence: Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job.

Assists in the implementation of directives, programs, and policies of the food service program. Makes continuous study of food waste programs. Instructs employees in the use, care, and maintenance of equipment.

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.

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

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

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

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.

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. Supervises and evaluates performance of kitchen staff.
2. Attends in-service classes.

EXAMPLES OF WORK:

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

Supervises the preparation and serving of meals.

Assists in the supervision of work for the proper accomplishment of work schedules.

Supervises preparation of appropriate records and reports or prepares same.

Follows menus in preparing food items.

Supervises the work of cooks, kitchen helpers, waitresses, and other service workers.

Assists in maintaining supplies.

Makes continuous study of food waste programs.

In absence of the Food Service Supervisor II, ensures disciplinary action is followed in accordance with policies and procedures.

Instructs employees in the use, care, and maintenance of equipment.

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.