



PERSONNEL COMMISSION

Class Code: 5062
Salary Range: 26 (M2)

NUTRITION SERVICES OPERATIONS AND TRAINING SPECIALIST

JOB SUMMARY

Under general supervision, plan, develop and conduct a wide variety of staff training programs for new and current Nutrition Services personnel regarding Nutrition Services policies, procedures, laws and regulations and point of sale computerized systems; serve as a substitute site supervisor as needed to assure smooth and efficient delivery of nutrition services to students and staff; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, develop and conduct a wide variety of staff training programs for new and current Nutrition Services personnel; assist in assuring departmental compliance with applicable laws, codes, rules and regulations related to assigned activities. **E**
- Schedule and conduct monthly departmental orientation sessions for new employees; review departmental organization, applicable policies and procedures and health and sanitation laws; conduct guided tours of the Central Kitchen; demonstrate use of computerized point of sale system, use of kitchen equipment and methods of preparing, cooking and serving food. **E**
- Schedule and conduct in-service trainings on a wide variety of topics including supervisory skills, use of computerized point of sale system, card rack preparation, methods of preparing, cooking and serving food, proper use and maintenance of cafeteria equipment, ordering and storing supplies and completion of nutrition services paperwork. **E**
- Update and modify presentations, operating procedure manuals and training materials in response to changing laws, policies and procedures; participate in developing departmental procedures related to assigned activities. **E**
- Perform monthly point of sale system backups at school sites; review point of sale reports; correct errors such as overrings and eligibility changes; revise reports as necessary. **E**
- Troubleshoot and resolve point of sale system operating issues; change student Personal Identification Numbers (PIN's) as needed; communicate with computer support staff regarding installation and repair of hardware, software and equipment; install software upgrades. **E**
- Conduct on-site training and provide assistance to supervisors and staff as necessary; identify and resolve operational or personnel issues at assigned sites;

- observe presentations of employee performance evaluations as requested; provide performance improvement guidance to employees and limited term workers; maintain confidentiality of sensitive and privileged information. *E*
- Conduct regularly scheduled site visits and time-studies at assigned school sites; observe and evaluate meal service operations; prepare recommendations for improvements; take immediate corrective action regarding safety and sanitation and meal service issues as needed; follow up with sites to assure procedures are being followed. *E*
 - Serve as a substitute site supervisor as needed to assure smooth and efficient delivery of nutrition services to students and staff; assure safe and sanitary service of appetizing meals. *E*
 - Develop production and work schedules for sites as needed; develop opening and closing procedures and schedules for new supervisory staff. *E*
 - Review weekly site production records for accuracy and completeness; verify meal counts and identify discrepancies; present lists of discrepancies to sites for resolution; assure site compliance with State and federal guidelines. *E*
 - Monitor After School Snack program operations to assure compliance with State and federal guidelines. *E*
 - Review and complete daily paperwork including eligibility applications, classroom rosters, meal production reports and edit checks for assigned specialized school sites such as storefront locations and charter schools; develop forms and guidelines for processing paperwork. *E*
 - Continuously survey existing Nutrition Services operations for safety, service costs and areas in need of improvement; advise departmental administration of areas in need of improvement. *E*
 - Prepare and review the preparation of a variety of records and reports related to assigned activities including reimbursement meal claims, edit checks, site monitoring reports, weekly paperwork checklists, daily sales records, production records and inventory reports. *E*
 - Research and compile a variety of information for special projects as directed; attend to administrative details on special matters as assigned. *E*
 - Communicate with school site staff, parents, administrators and outside agencies to exchange information, coordinate activities, respond to inquiries and resolve issues and concerns regarding Nutrition Services policies and procedures. *E*
 - Train and supervise the performance of staff as assigned by the position; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. *E*
 - Operate a variety of office equipment including a computer and assigned software; operate a computerized point of sale system; drive a vehicle to conduct work. *E*
 - Attend a variety of conferences and meetings to maintain current knowledge of applicable laws, codes, rules and regulations related to assigned activities. *E*
 - Perform year-end closing procedures for traditional and year-round schools. *E*
 - Participate in the taste testing and evaluation of new food products and menu items.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties

required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

The Nutrition Services Operations and Training Specialist is an entry-level management-level classification, dedicated to developing and presenting training programs to new and current Nutrition Services personnel regarding Nutrition Services policies, procedures, laws and regulations and point of sale computerized systems. Incumbents may be assigned primarily to training staff in Nutrition Services methods, policies and procedures, point of sale systems or a combination of both. Incumbents travel extensively to school sites to evaluate site operations and provide recommendations for improvements and serve as substitute site supervisors as necessary to assure smooth and efficient delivery of services to students and staff.

EMPLOYMENT STANDARDS**Knowledge of:**

Methods for preparing and serving food in large quantities.
Laws, codes, rules and regulations related to assigned activities.
Principles and practices of training and supervision.
Sanitation and safety practices related to the handling and serving of food in large quantities.
Nutrition Services organization, operations, policies and objectives.
Health and safety regulations.
Public speaking techniques.
Operation of a computerized point of sale system.
Record-keeping and report preparation techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Mathematical computations.
Modern commercial kitchen equipment and utensils.
Proper methods of food rotation and storage.
Inventory methods and practices.
Proper lifting techniques.

Ability to:

Plan, develop and conduct a wide variety of staff training programs for new and current Nutrition Services personnel.
Prepare and deliver oral presentations.
Interpret, apply and explain applicable laws, codes, rules and regulations.
Maintain a variety of records and prepare reports.
Train, supervise and evaluate the performance of assigned staff.
Maintain nutrition service equipment and areas in a clean and sanitary condition.

Demonstrate proper cooking, food serving techniques and use of kitchen equipment.
Observe and follow health and safety regulations.
Operate modern commercial kitchen equipment and utensils.
Review and modify work procedures and schedules.
Operate a computerized point of sale system.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain confidentiality of sensitive and privileged information.
Complete work with many interruptions.
Make accurate mathematical computations.
Analyze situations accurately and adopt an effective course of action.
Maintain current knowledge of applicable laws, codes, rules and regulations.
Work independently with little direction.
Plan and organize work.

Education and Training:

Graduation from high school. College-level coursework in institutional food management, organizational training or a related field is preferred.

Experience:

Four years of quantity food preparation and service experience including one year in a supervisory or management capacity or two years of experience as a Nutrition Services Supervisor III. Experience conducting nutrition service training programs is highly desirable.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Valid Food Safety Manager certificate issued by an authorized agency.
Valid California Class C driver's license and use of a personal automobile.

WORKING ENVIRONMENT

Office and cafeteria environment.
Driving a vehicle to conduct work.
Subject to heat from ovens and cold from refrigerators or freezers.
Exposure to hot foods and equipment.
Working with knives, slicers or other sharp objects.
Exposure to cleaning chemicals and fumes.

PHYSICAL DEMANDS

Sitting or standing for extended periods of time.

Hearing and speaking to exchange information and make presentations.

Lifting, carrying, pushing or pulling moderately heavy trays, carts and supplies weighing approximately 25 pounds, and with assistance up to approximately 50 pounds.

Dexterity of hands and fingers to operate a computer keyboard and nutrition service equipment.

Reaching overhead, above the shoulders and horizontally.

Bending at the waist, kneeling or crouching.

Seeing to read a variety of materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 7/1/2004

Revised: 2/4/2016