

Central Kitchen Manager



Reports To: Director of Food Service
Salary Schedule: Schedule A
FLSA Status: Hourly

Bargaining Unit: Food Service Managers
EEO Class: Level 9
Revised Date: April 2011

POSITION SUMMARY:

The Central Kitchen Manager supervises and coordinates food services at all satellite schools to ensure proper nutrition and to safeguard the health of students, staff and visitors. Must maintain requirements of USDA child nutrition programs. Must work closely with staff and administration to accomplish these tasks.

ESSENTIAL DUTIES & RESPONSIBILITIES: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Supervises kitchen staff.
- Coordinates with food service driver and production staff to insure meals are delivered on time to all satellite sites.
- Maintains daily communication with elementary servers to address facilities and production needs or concerns.
- Prepares management reports and maintains production records.
- Assists Director of Food Service with regular evaluations for kitchen staff.
- Maintains product levels through purchasing, receiving and inventory control.
- Assists with hiring decisions of kitchen staff.
- Prepares and delivers effective and ongoing sanitation training and ensures staff compliance with sanitation standards.
- Conducts daily inspections of all areas of the facility to insure compliance with established standards.
- Supervises student meal service to insure the requirements for reimbursable meals are being met.
- Plans and conducts staff meetings and training programs.
- Fills in when and wherever needed to insure efficient kitchen operation.
- Communicates with students, teachers and parents to obtain feedback on food service experience.

- Ensures production records and reports are maintained in accordance with state and federal requirements.
- Responsible to ensure Health Department scores exceed 90 with no red violations in the kitchen.
- Proactively maintains equipment to ensure top performance and life.
- Production is never delayed due to incomplete preparation activities.
- A current and thorough knowledge of state requirements for school food service is maintained as measured by random testing.
- Food is of consistent quality because it is prepared by standardized recipe and sanitation standards.
- Guest concerns are resolved quickly and to the satisfaction of the guest.
- Facilities are always neat and clean.
- Other duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a

positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee will be subject to prolonged standing; use of hands to finger, handle, or feel; reach with hands and arms; push and pull, and talk or hear and smell. This position requires Reaching, bending, stooping, shaking, stirring, wiping, and cutting. While performing duties employee may be required to lift and carry cases and sacks of up to 70 pounds up to 20 times per shift. Hazards may include but are not limited to cuts, burns, slipping, and tripping.

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate

EXPERIENCE & EDUCATION:

- High school diploma or equivalent.
- Experience managing a food production operation or commercial kitchen.
- One year experience in quantity food preparation.
- Must hold/obtain a valid/current food handler's permit.
- Must hold a valid Washington State driver license.
- Ability to maintain accurate records/reports.
- Ability to relate well to students and staff.
- Attendance and punctuality are important functions of this position.
- Must maintain a high standard of personal hygiene.
- Ability to work POS system
- Must maintain a high standard of personal hygiene.