

INDIANAPOLIS PUBLIC SCHOOLS
Job Description

Job Title: Foodservice Operations Manager
Department: Foodservice
Reports To: Director of Foodservice
FLSA Status: Exempt, 12 month position

SUMMARY

Directs foodservice managers and foodservice satellite managers in the management of the USDA School Breakfast Program and National School Lunch Program in assigned schools. Monitors staff performance and provides technical assistance. Implements appropriate action to ensure school foodservice staff provide quality meal service to all customers in a safe, efficient, and productive manner, adhering to the requirements of all regulatory agencies. In addition to school related management and monitoring duties, is assigned leadership responsibility for a minimum of two Foodservice Department functional areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES

SCHOOL RELATED RESPONSIBILITIES

1. Directs the foodservice operation in assigned schools within the framework of IPS and Foodservice Department policies and procedures, USDA and Indiana Department of Education Child Nutrition Program regulations, and Department of Health requirements.
2. Monitors and evaluates performance of school operations through site visits and reviews reports and documents submitted from school managers, including but not limited to orders, inventories, production records, financial data, and accountability reports.
3. Conducts formal performance appraisals and initiates and measures corrective plans for improvements.
4. Identifies staffing, equipment, and other school foodservice needs for operational efficiency and effectiveness and makes recommendations to the appropriate staff.
5. Communicates through oral or written communication to staff, parents, school administration, students, and other stakeholders.
6. Plans, organizes and conducts technical training sessions, including food safety, and staff meetings on a regular schedule and as specific needs arise.
7. Attends meetings with Director of Foodservice or as Foodservice Department representative as required. Assumes responsibility for projects as assigned.
8. All other operations management duties as assigned by Director of Foodservice.

FOODSERVICE DEPARTMENT FUNCTIONAL AREA DUTIES

Functional areas include, but are not limited to:

- A. Menu planning for satellite schools with packaged meal service
- B. Menu planning for schools with on-site food preparation
- C. Menu nutritional analysis computation
- D. Menu revisions for students with special dietary needs
- E. Personnel hiring and staffing in coordination with IPS Human Resources
- F. USDA Fresh Fruit and Vegetable Program
- G. USDA Afterschool Snack Program
- H. USDA Summer Food Service Program

Expectations for operations manager assigned to functional areas:

1. Assumes full responsibility for planning, coordinating, and managing all activities related to assigned functional areas.
2. Adheres to all policies and procedures from IPS, Foodservice Department, or any regulatory agency to ensure all standards of functional areas are accomplished and maintained effectively, efficiently, and accurately.
3. Completes reports, forms, and any other communication required in the accomplishment of functional area mission in a timely and professional manner.
4. Evaluates and identifies functional area defects and conducts corrective action.
5. Consults with and apprises the Director of Foodservice of regular progress and issues related to completing requirements of assigned functional areas.
6. Assists with the completion of duties in any functional area as assigned by Director of Foodservice.

SUPERVISORY RESPONSIBILITIES

Directly supervises foodservice managers or foodservice satellite managers in assigned schools and has final responsibility for all school foodservice subordinates. Supervises all staff assigned to a functional area for which the operations manager is responsible.

QUALIFICATIONS

Demonstrated management skills and achievement success. Ability to write and teach food preparation, meal service standards, food safety techniques and other procedures. Understanding of school foodservice mission and performance objectives. Understanding of line and staff organization and communication. High level of job and personal maturity, flexibility, and understanding of team work. Must be willing to work as required to complete assignments. Must upgrade skills in order to meet changing job requirements.

EDUCATION and/or EXPERIENCE

Bachelor's degree in foodservice management, nutrition, dietetics, or related course of study required plus a minimum of five years progressively responsible experience in a high-volume foodservice operation. Multi-unit experience preferred.

LANGUAGE SKILLS

Ability to explain department standards and regulatory requirements in an objective manner. Ability to write procedures and reports and communicates in a clear, detailed, concise style. Ability to effectively lead meetings and make presentations to foodservice staff, principals, administrators, parents, and students.

MATHEMATICAL SKILLS

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical and theoretical situations. Understands profit and loss statements.

COMPUTER SKILLS

Expertise in word processing and Excel applications and spreadsheets and Web-based programs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, draw valid conclusions, and implement solutions. Ability to quickly modify operations in emergency conditions.

CERTIFICATES, LICENSES, REGISTRATIONS

Food Safety Certification, preferably as a Trainer. Registered Dietitian preferred for certain functions. Must possess valid driver's license and proof of insurability.

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 individuals with disabilities to perform the essential functions. The maximum lifting required would be approximately 30 pounds in an office environment and approximately 40 pounds in a school foodservice environment. The physical demands are representative of those in an office environment and in a school foodservice operation environment.

WORK ENVIRONMENT

This job is performed partially in an office environment with a low to moderate noise level and partially in a school foodservice operation environment with a moderate or higher noise level. While performing operations management duties in schools, there may be regular, but not constant exposure to conditions typical of a foodservice operation including heat, refrigerated and freezer temperatures, risks of cuts, falls, burns, and chemical handling.