ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

FOOD SERVICES PROGRAM MANAGER

POSITION CODE: 15800
Effective: 09-01-14

DISTINGUISHING FEATURES OF WORK:

Under administrative direction, plans, develops and coordinates a large-scale food services program for a state residential facility; plans and evaluates the menu design and selection, the food selection, storage, preparation and service procedures; implements, interprets and evaluates the policies and procedures for the food services program; serves as full line supervisor; inspects facility sites, equipment, staff and resident workers to ensure all food safety, sanitation and security standards are followed; evaluates current operations and compiles findings into reports and advises management on budget and cost control measures; consults with health care professionals to establish and review therapeutic diets; organizes training and continuing education for staff; travels as necessary to meet the operational needs of the agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans, coordinates, supervises and directs all phases of a large-scale food service program such as that required for an adult correctional facility, a juvenile justice facility; implements and reviews the policies and procedures for the safe and sanitary preparation, service, transport and storage of food; makes recommendations for a conformance level that will provide quality nutritional food to residents of a state facility from procurement to meal service; implements policies and procedures to ensure the level of conformance is enforced.

2. Develops and designs the menu; reviews and approves procurement specifications and requisitions for food, equipment and supplies; the layout of program areas with regard to the use of supplies, equipment and space on site; evaluates effectiveness of menu design, i.e., adherence to menu, portion and allotment, and sufficiency to facility population; consults health care professionals as necessary to review therapeutic diets.

3. Serves as full line supervisor; assigns and reviews work; provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; adjusts first level grievances; effectively recommends and imposes discipline, up to and including discharge; prepares and signs performance evaluations; determines and recommends staffing needs.

FOOD SERVICES PROGRAM MANAGER (Continued)

4. Travels to facilities and conducts inspections evaluating the staff, resident workers, site equipment, tools and supplies for conformance to safety and sanitation guidelines governing food preparation, service, storage, and handling; inspects and evaluates staff, site equipment, tools, and supplies for conformance with facility security guidelines.

5. Compiles and prepares reports for management on the efficiency and quality of the food services program; advises management on budget and cost control measures; evaluates current policies and procedures and develops projects to address issues of efficiency or overall improvements for the food services program.

6. Develops, conducts or otherwise arranges for in-service training or continuing education for staff on various topics pertaining to food quality, dietary operations, sanitation or safety and security guidelines for working within a residential facility.

7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college with courses in nutrition, dietetics or food service management, plus three years of progressively responsible administrative experience.

Requires possession of either:

a) Certification as a Registered Dietitian with the Academy of Nutrition and Dietetics, Commission on Dietetic Registration, and in accordance with the rules set forth in the Illinois Administrative Code Title 68, Chapter 8, Subchapter b, Part 1245: Dietetic and Nutrition Practices Act.

OR,

b) a Food Service Sanitation Certificate issued by the Illinois Department of Public Health.

Knowledges, Skills and Abilities

Requires thorough knowledge of the modern methods of the storage, preparation and service of food, and the sanitary requirements and equipment used in large scale food operations.

Requires thorough knowledge of departmental rules, regulations and policies in regard to dietary services and the security and safety of food services in an institutional setting.

Requires thorough knowledge of dietetics.

FOOD SERVICES PROGRAM MANAGER (Continued)

Requires extensive knowledge of the principles of public and business administration.

Requires extensive knowledge of agency programs and service objectives, activities and operational systems.

Requires extensive knowledge of staff utilization and employee motivation.

Requires working knowledge of cost accounting, budgeting, staffing statistics and procurement.

Requires ability to develop, install and evaluate new and revised methods, procedures and performance standards.

Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures.

Requires ability to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services.

Requires ability to develop and maintain cooperative working relationships.

Requires possession of an appropriate valid driver's license or the ability to travel.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.