FOOD SERVICE SUPERVISOR

Position Summary

Under general supervision of the Food Service Manager, this position is responsible for supervising the activities of a large food service unit; operating a centralized tray assembly line and centralized warewashing; directing meal service on nursing units; assisting with operating production; maintaining records; and providing reports related to meal service at the Wisconsin Veterans Home in King (WVHK). This position ensures activities comply with food sanitation and safety standards. The incumbent also serves as back-up for other food service positions including Food Service Assistants and Cooks as necessary and may assume responsibilities of other supervisory personnel when regular staff are absent. The position ensures food production complies with federal and state laws and regulations, Wisconsin Department of Veterans Affairs (WDVA) and WVHK policy, and industry standards.

Time% Goals and Worker Activities

45% A. Direction of Distribution Activities in Food Service Unit

A1. Direct the work of food service staff assembling diet trays, working in a centralized dish room, sanitizing and cleaning, and preparing nourishments.

A2. Monitor trayline service for accuracy, proper portioning, and consistent speed to ensure that members receive the appropriate items at their established mealtimes.

A3. Oversee meal service in assigned building units and dining room, observing delivery and distribution of all three meals.

A4. Monitor adherence to all food sanitation and safety standards and institutional policies and procedures.

A5. Inspect trayline, dining rooms, warewashing, portioning, and all other related equipment for proper sanitation and safe operations.

A6. Assign/reassign work based on menu, staff, and operational need.

A7. Assemble and post daily menus and distribute portioning tallies.

A8. Complete sign-in and line up sheets for food service staff.

30% B. Supervision of Staff

B1. Establish performance expectations, conduct performance evaluations, and counsel employees on performance issues.

B2. Maintain appropriate records of supervisory activities.

B3. Train and coach food service staff on all food assembly, distribution, sanitation and cleaning materials and techniques.

B4. Participate in the recruitment and selection of candidates for employment in the work unit, ensuring Affirmative Action/Equal Employment Opportunity policies are followed.

B5. Conduct weekly meetings.

B6. Fill absences and assist with vacation selection process per WDVA and WVHK policy.

B7. Assist food service management with the development of position descriptions and post assignments.

B8. Supervise food production employees when working weekends, assuming responsibility for production and distribution aspects of work unit operations.

B9. As directed, assume responsibilities of other supervisory personnel when regular staff are absent.

B10. Conduct investigations and participate in disciplinary actions, up to and including termination of employment.

B11. Speak with parties involved, collect information, and settle employee complaints/conflicts, in consultation with Human Resources.

10% C. Assistance with Food Service Management Functions

C1. Review draft of menu weekly to prepare early and avoid potential service difficulties.

C2. Maintain trayline set-up book, updating or adding new set-ups as the menu changes.

C3. Inventory and requisition supplies.

C4. Work as Food Service Assistant or Cook when necessary.

C5. Participate in weekly management team meetings.

C6. Assist Food Service Manager with production and count sheets.

C7. Assist Food Service Manager with development of recipes, standardized procedures and menus and make recommendations based on capabilities.

C8. Perform other duties as assigned.

15% D. Maintenance of Records and Provision of Reports

D1. Record wash and rinse temperatures for dishwasher at each meal, stopping dishwashing and notifying maintenance immediately if temperatures are not in acceptable range.

D2. Monitor and record temperatures of food-holding equipment including coolers, freezers, and retherm equipment, taking appropriate action if temperatures are out of acceptable range.

D3. Record all equipment malfunctioning and submit work orders as necessary.

D4. As directed, conduct and document Quality Assurance-Performance Improvement studies.

Knowledge, Skills and Abilities

1. Knowledge of materials, equipment, institutional practices and methods utilized in a food service operation
2. Knowledge of safety, sanitation and service procedures for quantity food service
3. Knowledge of therapeutic diets including content, consistency and texture requirements for each
4. Knowledge of WVHK, industry-standard, and occupational safety requirements and procedures, including safe lifting and moving techniques and online Safety Data Sheets
5. Knowledge of WDVA and WVHK policies and procedures for supervisory duties
6. Knowledge of principles and practices of recordkeeping and inventory management
7. Knowledge of Quality Assurance-Performance Improvement principles and practices
8. Skill in training others in task performance, following procedures and equipment use
9. Skill in verbal, written, and interpersonal communication
10. Skill in conflict resolution
11. Skill in computer use, including Microsoft Office Suite or similar applications, scheduling and timekeeping software
12. Skill in developing and supporting teamwork
13. Ability to operate and care for industrial kitchen tools, equipment and machinery
14. Ability to plan and develop recipes and menus
15. Ability to organize, assign and direct the work of food service employees to optimize production and distribution on a large scale
16. Ability to establish priorities, organize work, and meet established timelines
17. Ability to work as a member of a team
18. Ability to compile data and generate reports
19. Ability to comply with institutional standards of sanitation and personal hygiene
20. Ability to operate transport equipment such as pulling carts (tuggers)
21. Ability to recognize emergency situations and follow appropriate emergency action protocols

Preferred Qualification

- Food safety training course or State Food Manager Certification

Physical Expectations

- Work is medium to heavy in nature and involves moving in tight spaces between equipment; climbing stairs; reaching at, above or below shoulder height; moving, lifting or carrying carts, equipment and supplies; varying conditions of temperature and humidity; and occasional exposure to hazards of moving, mechanical parts and hazardous chemicals.

Special Requirement

- flexible work schedule, including working mornings, evenings and weekends, as needed, to ensure availability for observation of all three meals, meeting with first- and second-shift employees, training new employees, and attending special functions as required