

MIAMI-DADE COUNTY PUBLIC SCHOOLS

JOB DESCRIPTION

CLASS TITLE: Food Service Quality Assurance Manager

JOB CODE: 5744

DEPARTMENT: Food and Nutrition

PAY GRADE: 30 (B4) DATE: 11/10/2004

BASIC OBJECTIVES

The Food Service Quality Assurance Manager is responsible for monitoring the cafeteria's safe food and non-food handling practices by creating and implementing programs designed to train employees in the correct way of receiving, storing, refrigerating, preparing, holding and serving products safely. The Food Service Quality Assurance Manager assists the Food Service Managers in training and monitoring the programs to be in compliance with the M-DCPS Board rules, the Department of Food and Nutrition's procedures manual and any local, state, or federal regulations regarding food service operations.

JOB TASKS/RESPONSIBILITIES

1. Assists Director, Food and Nutrition Operations, with the administration and coordination of the National School breakfast and lunch programs, intersession/summer feeding program, Saturday feeding and special programs.
2. Conducts comprehensive on-site reviews each school year to monitor policies covering all phases of the district's food service program to include meal count and claiming systems, scheduling of serving periods, cost and revenue, sanitation, safety and competitive food rules. Provides technical assistance and makes recommendations to principals and/or site administrators. Documents that corrective actions of deficiencies noted during review have been resolved and program improvements achieved.
3. Conducts on-site review of the storage, preparation and service of food for proper sanitation, safety and health standards in conformance with all applicable state and local laws/regulations. Identifies poor practices and unsafe conditions in food service and adjacent areas. Assists principals with meeting the Florida Sanitary Code.
4. Provides technical assistance to Food Service Managers with planning, production, merchandising and implementation of the meal service programs.
5. Makes recommendations to Food Service Coordinators for additional or replacement of equipment used in the food service operation that would maintain proper food processing or holding temperatures.
6. Acts as liaison between school administration, Food Service Managers and maintenance personnel to expedite repairs/maintenance of equipment.
7. Plans, develops and conducts school year district-wide food safety and sanitation training classes for school food service cafeteria personnel. Ensures that the training is constantly updated to achieve program standards. Verifies and documents that training is effective in improving operations.

8. Conducts surveys to determine customer needs and satisfaction levels.
9. Participates in meetings and training sessions related to Senior High Closed Campus redesigning projects.
10. Assists with the safe marketing, preparation, assembly and delivery of all foods for consumption. Monitors service recovery to students, teachers/staff and guests.
11. Assists Food Service Managers with scheduling and monitoring of labor hours.
12. Monitors inventory levels for proper storage and rotation (FIFO). Determines food items with shelf life expiring and sets forth plans to use or dispose of product in compliance with county, state, federal and School Board rules.
13. Maintains liaison with community agencies, educational institutions, parent groups, district, region, and school and non-school site personnel to foster food service programs as an educational assistant. Assists Director, Food and Nutrition Operations, with coordination and implementation of scheduled activities of visiting students from higher level educational institutions.
14. Acquires an advanced level of computer literacy in order to coordinate the technology of the district's computer system into operational tools for school site managers.
15. Performs other duties and responsibilities as assigned by the immediate supervisor.

PHYSICAL REQUIREMENTS

This is medium work which requires the following physical activities: bending, stooping, crouching, kneeling, twisting, sitting, standing, reaching, pulling, light to medium lifting, grasping, feeling, talking, hearing and visual acuity. The work is performed primarily indoors. The worker may be exposed to hazards. Driving is required for school site visitations and attendance at district meetings.

MINIMUM QUALIFICATION REQUIREMENTS

1. High School Diploma or equivalent.
2. Five (5) years of experience in food preparation and service in restaurant or institutional food service establishments and successful completion of at least thirty-three (33) semester hours of college-level course work in food and nutrition or related discipline;

OR

Five (5) years of experience in food preparation and service in restaurant or institutional food service establishments and successful completion of the M-DCPS Food Service Managers Intern Program including Cooks' and Bakers' Training, Cash Register Training and Computer Ordering Training;

OR

Bachelor's degree in Institutional Management, Hotel and Restaurant Management, Food and Nutrition/Dietetics, or Food Service/Business Administration and two (2) years of experience in food preparation and service in restaurants or institutional food service establishments;

OR

Equivalent combination of acceptable education, training and experience.

3. Possession of a valid Florida driver's license and appropriate proof of personal automobile insurance coverage as required by the district.

Prior revision date(s): 01/19/01, 03/02/01, 06/15/01