HUMAN SERVICES PROGRAMS MANAGER
Food Services

DEFINITION
Under general supervision of the Human Services Superintendent, participates in and supervises staff engaged in the production and delivery of food for the Senior Nutrition operation covering Inglewood, Hawthorne, Lennox and La Dera Senior Centers. Monitors contract services and oversee the work activities of the Food Service staff to include hot and frozen meals-on-wheels program.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
• Participates and supervises staff engaged in the production and delivery of food for the Senior Center;
• Plans, oversees, controls environment, monitors and organizes food service, meal production, delivery and central kitchen;
• Supervises and evaluates food service staff to verify standards of food quality, safety, sanitation and customer service;
• Provides training by multi-media on-the-job instruction, and in-service presentations and off-site seminars to Food Service staff.
• Coordinates services, and quality assurance programs with CNS dietitian, site managers, caterers, seniors, city staff, and others that may affect the food service operation;
• Manages food supply budget and administers contracts to serve specified number of meals;
• Enforces and implements Division guidelines and develops and updates procedure manuals;
• Maintains records of meals served and donations collected;
• Provides customer service and referrals to agencies and seniors;
• Assists in the preparation of requests for proposals, grants and other funding sources;
• Develops recipes according to nutritional guidelines; writes, creates, revises and monitors food menus.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
• Knowledgeable of food service program management methods and techniques, of safe food handling guidelines and procedures and of contract compliance, grant, and budget procedures;
• Skilled in scheduling, delegating, and monitoring work assignments to staff, in developing and creating food recipes and menus, providing and following oral and written instructions, and establishing and maintaining productive working relationships;
• Ability to perform essential duties independently, to implement and enforce City and Departmental policies and procedures, and to effectively communicate verbally and in writing;

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office or kitchen environment. Work may require frequent standing, walking, bending, and lifting up to 30 pounds. Incumbents in this classification may be exposed to repetitive motion, vision to monitor, extreme temperatures, sharp objects or utensils, hazardous chemicals and infectious diseases.

QUALIFICATIONS
Associates degree or professional certifications in Nutrition, Food & Beverage Services or closely related field AND four (4) years experience in large quantity food production, preparation and packaging including two (2) years at a lead level. Must be a certified as a Food Protection Manager by LA-County Department of Public Health and maintain a valid Food Handler’s Certificate, Dietetic Technician Certificate, and California Driver’s License.