DEPARTMENT OF EDUCATION
STATE OF HAWAI'I
CIVIL SERVICE

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Specifications for the:

SCHOOL FOOD SERVICES MANAGER I, II, III, IV AND V
(SCHOOL FOOD SERVICES MGR I, II, III, IV & V)

Series Definition:

The primary mission of the school food services program is to provide students with nutritionally balanced, affordable meals that comply with United States Department of Agriculture (USDA) standards for breakfast, lunch, and supplementary items. This series includes all site-level management positions responsible for the food service program in a public school.

Managers oversee all daily aspects of operating school kitchens, dining areas, and food service facilities and equipment associated with producing and serving breakfast, lunch, supplementary items, afterschool snacks, and other cafeteria food. Core responsibilities include menu planning and developing daily production records; ordering, purchasing, receiving, and proper storage of food and supplies; maintaining fiscal, inventory, and other administrative, operational, and personnel records; planning and arranging for equipment maintenance, repair, and replacement; ensuring strict adherence to health, safety, and sanitation regulations; organizing, scheduling, directing, training, and evaluating the work of subordinate food service employees; attending and participating in staff meetings, workshops, and in-service trainings; and maintaining positive relationships and professionalism with subordinates, students, school faculty, staff, and parents.

Job levels in this series are determined by two (2) criteria. Positions failing to meet either threshold will be classified at the lower level.

1. Meal Points: A measure of production volume and operational complexity (planning, scheduling, and coordination). While related to the size of staff, meal points serve as the primary factor for determining a position's level of complexity. Under the Hawai'i State Department of Education (Department) Point Award System, meal points are assigned for each item sold (e.g., breakfast, lunch, snack, milk, etc.). Centralized kitchen managers also receive an additional 150 meal points for each satellite school served.

2. Subordinate Staff: The kinds and number of subordinates supervised reflect the complexity of operations, organizational control, and personnel management. The number of subordinates is calculated using full-time equivalents (FTE).

Duties Summary:

Manages and oversees all daily food service operations of one (1) or more schools. Responsibilities include menu planning; food production, service, and acceptability; food and kitchen safety and sanitation; equipment maintenance, repair, and replacement; financial management and recordkeeping; program compliance and accountability; inventory control (i.e., ordering, purchasing, receiving, and storing food and supplies); staff supervision (e.g., scheduling, training, and supervising subordinate food service employees); and performing other related duties as assigned.

Distinguishing Characteristics:

Positions in these classes are distinguished by their responsibility for managing food production and service for students and staff of one (1) or more schools. The work is performed under federal, state, and departmental regulations and standard operating procedures. Administrative direction is provided by school principals and complex area superintendents, with technical guidance from the School Food Services Branch (SFSB).

SCHOOL FOOD SERVICES MANAGER I 8J.596
(SCHOOL FOOD SERVICES MGR I)

This class is characterized by 299 or fewer meal points and up to two (2) FTE subordinates. A position at this level performs operational management functions while directly participating in food preparation, cooking, baking, serving, and facility sanitation. The work includes direct supervision of a subordinate school cook and school baker.

SCHOOL FOOD SERVICES MANAGER II 8J.597
(SCHOOL FOOD SERVICES MGR II)

This class is characterized by 300 to 899 meal points and two (2) to three (3) FTE subordinates. A position at this level manages daily food service operations and directly oversees ingredient preparation, cooking, baking, serving, and facility sanitation. The work includes supervising subordinate school cook, school baker, and other food service personnel.

SCHOOL FOOD SERVICES MANAGER III 8J.598
(SCHOOL FOOD SERVICES MGR III)

This class is characterized by 900 to 1,799 meal points and three (3) to six (6) FTE subordinates. A position at this level is primarily dedicated to operational management, directing all food preparation, serving, and sanitation activities. The work includes supervising subordinate school cooks, school baker, and other food service workers.

SCHOOL FOOD SERVICES MANAGER IV 8J.599
(SCHOOL FOOD SERVICES MGR IV)

This class is characterized by 1,800 to 2,999 meal points and six (6) to nine (9) FTE subordinates. A position at this level exercises full management responsibility for complex, high-volume food service operations. The manager directs all food preparation, serving, and sanitation, maintaining general oversight of cooking and baking activities performed by school cooks, school baker, and other food service employees.

SCHOOL FOOD SERVICES MANAGER V 8J.600
(SCHOOL FOOD SERVICES MGR V)

This class is characterized by 3,000 or more meal points and nine (9) or more FTE subordinates. A position at this level manages a major facility or centralized operation. The work involves extensive administrative planning and operational oversight, and it may require utilizing subordinate full supervisory positions to oversee school cooks, school baker, and other food service staff.

Examples of Duties: (*Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude management from assigning duties that are logical for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. In consultation with the principal and SFSB, plans and organizes kitchen operations, equipment utilization, facility layout, and service lines for maximum efficiency.
2. Manages daily food service operations and routinely evaluates and updates internal operating procedures.
3. Maintains strict quality control over food preparation and service; enforces adherence to approved menus, standardized recipes, and USDA reimbursable meal patterns; manages accommodations for prescribed student dietary needs and allergies.
4. Participates in recruiting, interviewing, and selecting food service employees; schedules, directs, and evaluates subordinate staff; and may supervise students assigned to work in the school kitchen and/or dining areas.
5. Conducts orientation and ongoing training for subordinates on safety and sanitation, proper equipment operation, portion control, standardized recipes, and production records; ensures staff complete annual minimum training hours required by USDA Professional Standards.
6. Estimates menu needs, places orders for food and supplies, and oversees proper receiving, storage, and handling of goods, supplies, and commodities.

7. Maintains inventory, financial, and meal count records for state and federal reporting using specialized school nutrition management software and electronic point of sale systems.
8. Monitors budget allocations, controls operational expenditures, and reviews and approves invoices for payment to maintain cost-effectiveness.
9. Inspects kitchen, dining areas, other food service facilities, and equipment daily to ensure full compliance with federal, state, and local health, safety, and sanitation regulations.
10. Coordinates, schedules, and oversees routine maintenance, emergency repairs, and equipment replacements.
11. May direct satellite food service programs, including central kitchen preparation, transportation logistics, off-site serving and cleaning procedures, scheduling and supervising personnel at satellite school(s).
12. Attends and participates in required meetings and workshops, maintains required certifications, and completes the annual USDA required training hours.

Knowledge and Abilities Required:

Knowledge of: Principles and practices of institutional food service management; principles and techniques of quantity food preparation, cookery, and service; USDA child nutrition program regulations, meal pattern requirements, and dietary guidelines; operation and maintenance of kitchen equipment; Hazard Analysis Critical Control Points, food safety standards, sanitation regulations, and allergen management; menu planning, standardized recipe conversion, and nutritional accommodations for special dietary needs; inventory control methods, effective purchasing techniques, food storage, and commodity distribution; financial management and fiscal recordkeeping; basic computer skills; and principles and practices of supervision.

Ability to: Plan, organize, direct, and evaluate a comprehensive school food service operation; maintain accurate daily production records, financial reports, and inventory documentation; modify menus to accommodate the dietary needs of students; monitor operational budgets, control food and labor costs, and process financial transactions accurately; ensure compliance with all applicable federal and state laws, rules, regulations, requirements, and standards; interpret, apply, and enforce federal, state, and district rules, regulations, policies, and procedures; prepare clear, concise operational reports and maintain required program records; recruit, interview, select, train, supervise, and evaluate subordinate staff; foster a safe, inclusive, and cooperative work environment with staff, school administrators, students, and parents; communicate effectively, both orally and in writing, with diverse individuals and groups; learn and utilize specialized software, computer applications, and automated kitchen equipment; and meet physical demands of the position, including standing for extended periods and lifting, moving, or carrying heavy objects.

Minimum Qualification Requirements:

Education Requirement:

Graduation from high school or equivalent. Experience demonstrating strong verbal skills and the ability to understand and follow written English instructions may substitute for the required education. Continuous part-time or unpaid work is acceptable.

Experience Requirements:

Except for the substitutions provided in this specification, applicants must have the kind, quality, and amount of progressively responsible experience described below:

Class Title	General Exp (yrs)	Specialized Exp (yrs)	Total (yrs)
School Food Services Manager I	2	1	3
School Food Services Manager II	2	2	4
School Food Services Manager III	2	3	5
School Food Services Manager IV	2	4	6
School Food Services Manager V	2	5	7

NOTE: One (1) year of experience is defined as a school year, which is approximately 180 instructional days in Hawai‘i.

Qualifying experience may be obtained in institutional, commercial, or public/private food operations serving varied menus to large populations. Acceptable environments include schools, colleges, or universities; military dining facilities, hospitals, senior living facilities, or correctional facilities; stadiums, convention centers, hotels and resorts, airline food services, or large-scale catering operations. Commercial food service experience qualifies, such as high-volume restaurants, bakery, or catering in a kitchen inspected by the Department of Health.

Large-scale food service operations are generally characterized by preparation and service of 100 or more meals per meal period; use of standardized recipes and production records; food safety and sanitation compliance requirements; and multiple menu offerings.

General Experience: Progressively responsible quantity cooking and/or baking experience in the daily preparation and service of meals. Experience of this kind may be gained as a cook or baker in a large-scale kitchen where a substantial number of meals are served on a recurring basis. This experience must include performing the following

tasks: checking menus and gathering sufficient ingredients for cooking and/or baking purposes; estimating preparation time and starting cooking or baking operations to meet scheduled serving times; preparing a variety of foods; safely using, cleaning, and maintaining tools, equipment, and work areas; properly handling and storing perishable and nonperishable food inventory.

Specialized Experience: Progressively responsible food service management experience in a large-scale kitchen involving direct supervision of personnel and daily operational oversight. Eligible experience must include food and supply purchasing, receiving, storage, and inventory control; production scheduling for menu implementation; fiscal management and recordkeeping; compliance with food safety, sanitation, and regulatory requirements; coordinating facility and equipment maintenance.

Non-Qualifying Experience:

1. Experience limited to serving, cleaning, dishwashing; only one phase of cooking, such as fry-cooking; or other work not affording the opportunity to acquire the skills and knowledge of quantity food preparation will not qualify for the required quantity cooking or baking experience.

2. Highly standardized quick-service food operations with limited and unchanging daily menu and little or no responsibility for menu or production planning, purchasing and inventory management, personnel management, regulatory compliance, fiscal accountability, or operational oversight do not qualify as food service management experience. Qualifying experience shall be based on the scope of responsibility, operational complexity, menu variety, and level of management authority exercised by the applicant.

Substitutions Allowed:

1. Successful completion of a substantially full-time curriculum in food services, nutrition, culinary arts, patisserie, or a related field from an accredited institution recognized by the Department may substitute for General Experience on the basis of one (1) academic semester for six (6) months of experience, up to two (2) years.

2. An associate's degree in food services, culinary arts, or a related field from an accredited institution recognized by the Department may substitute for all General Experience and one (1) year of Specialized Experience, provided coursework included nutrition, menu planning, operations, quantity cooking, purchasing and storage of food and supplies, safety and sanitation procedures, and fiscal recordkeeping.

3. A bachelor's degree in food service management, culinary arts, food science, human nutrition, home economics, dietetics, or a related field from an accredited institution recognized by the Department may substitute for all General Experience and two (2) years of Specialized Experience, provided coursework included institutional organization and management; quantity food production and service; equipment selection, maintenance, and layout; and purchasing and recordkeeping.

4. Excess Specialized Experience may substitute for General Experience on a month-for-month basis.

Quality of Experience:

Possession of the required years of experience does not automatically guarantee qualification. An applicant's overall experience must reflect the necessary scope and level of responsibility to demonstrate the ability to perform the duties of the position.

Certification Requirement:

Valid food handlers training level certification from the Hawaii Department of Health, American National Standards Institute (ANSI) accredited organization, or equivalent organization as determined by the Department.

Desirable Certification: Valid Manager-level food safety certification from an organization accredited by the ANSI or equivalent as determined by the Department.

Selective Certification:

Specialized knowledge, skills, and abilities may be required to perform the duties of some positions. For such positions, selective certification requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Organizations requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodations.

This is an amendment to the class and minimum qualification specifications for the SCHOOL FOOD SERVICES MANAGER series that were approved on August 27, 2018.

DATE SIGNED: 09/30/2026

Bob Davis (Sep 30, 2026 15:31:02 HST)

Robert Davis
Interim Assistant Superintendent
Office of Talent Management

EFFECTIVE DATE: 10/16/2026