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Class Specifications for the:

SCHOOL FOOD PROGRAM MANAGER
(SCHOOL FOOD PROGRAM MGR)

Class Distinguishers:

Managerial Responsibility: Advises and assists the branch administrator by managing matters relating to the statewide School Food Services Program. Plans, coordinates, monitors, and evaluates the various functions and activities within the program; supervises subordinate personnel; and performs other related duties as assigned.

Complexity: Advises and assists the branch administrator by planning, developing, managing, and evaluating a statewide school food services program. This responsibility includes developing long-range plans, policies, and procedures for the food services program; ensuring compliance with all federal and State laws, rules, regulations, requirements, and standards; establishing or overseeing the establishment of standard menus; and the planning, development, and management of food services program resources including budget, staffing, food, equipment, and supplies.

Supervision Exercised: Advises and assists the branch administrator by directing and supervising the food services administration and operations in various school kitchens through subordinate supervisors (e.g., School Lunch Services Supervisors, Dietitians) or oversees the food services operations in a large number of schools by providing staff support, advisory, and consultative services and supervising staff-level support positions responsible for assisting in program planning and coordination, fiscal, and staff development activities.

Distinguishing Characteristics:

Managers in this class are primarily responsible for assisting the branch administrator with overseeing the school food functions and activities within the statewide program by supporting schools and ensuring compliance in implementing their meal programs.

Positions in this class may function exclusively within the specialty areas of Administration or Food Operations. However, for instances where assignments are not definitive, a combination of both areas may be required to support the organization. The overall intent and goal of this class is to provide management support in effectuating a successful statewide School Food Services Program.

Managerial Responsibilities (Specialty Title):

Positions are located in the School Food Services Branch and perform under the general administrative direction of the School Food Program Administrator.

School Food Program Manager (Administration) - The work involves participating in the development, administration, execution, and modification of the program's business management functions, which include budget planning and execution; fiscal and accounting functions; risk management; human resources management; ensuring compliance with Department policies and procedures, and various state and federal laws, rules, regulations, requirements, and standards; managing technological systems, databases, platforms and providing recommendations for improvement; maintaining and analyzing reports and documents; and serving as the business administrative program resource and liaison to the branch administrator.

School Food Program Manager (Food Operations) - The work involves participating in the development, administration, execution, and modification of the program's operations functions, which include assisting in developing and modifying policies and procedures for statewide school food services operations; ensuring compliance with Department policies and procedures, and various state and federal laws, rules, regulations, requirements and standards; investigating and resolving complaints, incidents, accidents, and other program related issues; developing procurement standards for purchasing food commodities, supplies, and equipment; establishing and managing the branch inventory system; assisting with implementation and oversight of various federal food programs; and serving as the food operations program resource and liaison to the branch administrator.

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

1. Plans, organizes, directs, coordinates, and manages the activities of the assigned area of responsibility and participates in the overall planning of the statewide School Food Services Program.
2. Maintains management controls over assigned areas of responsibility to ensure planned levels of accomplishment are attained; evaluates program operations and develops new and/or revised policies, procedures, and standards to assure efficiency; plans, develops, implements, and evaluates long-range goals and short-term objectives.
3. Directs the development, execution, evaluation, and selection of the procurement processes for food, equipment, and supplies, ensuring cost-effective sourcing of quality products while adhering to both state and federal guidelines.

4. Establishes inventory systems to track and allocate food and supplies effectively, minimizing waste and ensuring timely restocking.
5. Ensures adherence to the wellness policy for the National School Lunch Program (NSLP) and School Breakfast Program (SBP), promoting nutrition education and healthy eating practices throughout the school environment.
6. Oversees the creation and update of menus that cater to the diverse needs of all students, ensuring compliance with United States Department of Agriculture (USDA) nutritional standards while addressing specific dietary restrictions and allergies.
7. Oversees the implementation, execution, maintenance, and updates of the various software systems that the branch uses. Ensures operational efficiency and data accuracy.
8. Ensures compliance with all applicable federal and state laws, rules, regulations, requirements, and standards; takes corrective action and/or provides recommendations to the administrator to address deficiencies.
9. Participates in the recruitment and selection of new hires; provides orientation and training; establishes work performance standards and evaluates the work performance of subordinates; recommends approval of personnel actions; resolves conflicts between employees and counsels as necessary.
10. Attends and participates in meetings, workshops, and seminars; receives in-service training and continuing education; and keeps abreast of current food service trends and changes, including food safety and sanitation.

Knowledge and Abilities Required:

Knowledge of: Applicable federal and state laws, rules, regulations, requirements, and standards related to various statewide food and programs, including the USDA Child Nutrition Program; institutional food service management principles and practices, including menu planning, food and supply purchasing and fiscal management, basic nutrition, and safety and sanitation practices; program goals, objectives, and applicable policies, procedures, laws, rules and regulations; dietary and nutritional standards and requirements; supervisory principles and practices; resource planning and development, including budget, staffing, food, equipment and supplies; related services provided by other departments and agencies; effective work organization and staff utilization; and report writing.

Ability to: Plan, develop, manage, evaluate, and improve a statewide school food services program; ensure compliance with all applicable laws, rules, regulations, and requirements; perform or oversee the planning and development

of resources, including budget, staffing, food, equipment and supplies, and the establishment of standard menus; establish and maintain effective working relationships with institution officials and others within the Department and other agencies; supervise and evaluate the work performed by others; and communicate effectively, both orally and in writing, with individuals and groups.

Minimum Qualification Requirements:

Education Requirement:

Bachelor's degree from an accredited college/university in food and nutrition, food service management, dietetics, family and consumer sciences, nutrition education, culinary arts, business, or a related field.

Substitution Allowed:

Excess work experience as described under the Specialized Experience below or any other work experience that provided knowledge, skills, and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level, and quality as to assure the possession of comparable knowledge, skills, and abilities.

NOTE: If a master's degree is used towards the education requirement, it may not be used again to substitute for the experience requirement.

Experience Requirement:

Except for the substitution provided below, applicants must have had progressively responsible experience of the kind, quality, and quantity described below or any equivalent combination of training and experience.

Specialized Experience: Five (5) years of responsible professional work experience in food service management, which demonstrated knowledge of menu planning; institutional food preparation; procurement and purchasing of food, supplies, and equipment; financial management; nutrition; safety and sanitation practices; effective work organization; staff utilization; and report writing, preferably in an education program, agency, or system.

Supervisory Experience: In addition to the above, one (1) year of professional supervisory work experience, which included planning, organizing, assigning, scheduling, and directing the work of others; training; reviewing work product and providing feedback and guidance; and evaluating the work of others.

Managerial Aptitude: Applicants must demonstrate the possession of managerial aptitude. Managerial aptitude will be considered to have been met through successful

performance of, or substantial participation in, organizing, scheduling, and coordinating a group of activities to attain program objectives within time, resource, and budgetary limitations; interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of problems and the ability to solve them; completion of educational or training courses in the areas of management accompanied by the application of principles, which were learned, to work assignments; management's observation and evaluation of the applicant's leadership and managerial capabilities; and success in trial assignments to managerial and/or administrative tasks.

Non-Qualifying Experience:

1. Experience in the management of a fast-food operation serving a limited and unchanging daily menu (such as chicken, hamburgers, fish, or pizza) or limited to certain "ethnic" foods (regardless of the volume prepared and served) will not be accepted as qualifying. Such experience affords little opportunity to deviate from a limited menu and preparation techniques and does not provide the applicant with the management knowledge and skills required in a large-scale food services operation serving a varied menu.
2. Experience in a limited area of food service management, such as having primary responsibility for purchasing and supplying as a food and beverage manager.
3. Experience in a food services operation which, although representing considerable responsibility, does not provide experience in and knowledge of all areas of food service management.

Substitutions Allowed:

The possession of one (1) of the following may be substituted for one (1) year of the Specialized Experience:

1. A master's degree from an accredited college or university in food and nutrition, food service management, dietetics, family and consumer sciences, nutrition education, culinary arts, business, or a related field that provided the applicant with the knowledge as described in the above Specialized Experience; OR
2. Currently registered by the Commission on Dietetic Registration (CDR) of the Academy of Nutrition and Dietetics as a Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN).

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must

have been of such scope and level of responsibility to conclusively demonstrate the ability to perform the duties of the position.

License Requirement:

Applicants must possess a current, valid driver's license.

Certification Requirement:

Possession of a valid food handlers training level certification from the Hawai'i Department of Health, American National Standards Institute (ANSI) accredited organizations, or equivalent organization as determined by the Department of Education.

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 a class title change and amendment of the class specification and minimum qualification specification for the class, FOOD SERVICES MANAGER, which were approved on March 31, 2006.

DATE SIGNED: Mar 13, 2025


Sean_Bacon (Mar 13, 2025 14:03 HST)

Sean Bacon
Assistant Superintendent
Office of Talent Management

EFFECTIVE DATE: 3/1/2025