

## CORRECTIONAL FOOD SERVICE MANAGER IV

As manager of a food service operation, employees are responsible for planning, and directing the preparation and serving of food to inmates in the largest, most complex correctional facilities. Work involves supervision of staff and inmates and the performance of responsibilities in all phases of food management including food procurement and storage, menu planning for substitutions, food preparation and service, sanitation, and record keeping. Employees make adjustments in feeding schedules and special diets which result from dynamic shifts in inmate populations. Work includes planning and managing a large food service operation with a budget of more than one million dollars. Employees work independently under limited supervision of the Deputy Warden and work is evaluated through inspections and analysis of reports. Work at this level is distinguished from the next lowest level by the added variety and complexities of multiple remote feeding requirements and the administration of the highest number of separate inmate population standard operating procedures (SOP's).

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees generally plan annually within a fiscal budget cycle. Planning includes development of bi-monthly menu plans for substitutions, food ordering, weekly and/or monthly work schedules, and food service production schedules. Priorities and deadlines are usually established weekly within assigned objectives and goals, although influences of diagnostic activities, oversight of safekeepers, and therapeutic diet fluctuations may generate dynamics in planning.

Organizing and Directing - Employees assign work schedules to subordinate supervisors; make adjustments as necessary for priorities; balance the workload; and decide whether to reassign inmates to different work assignments. Employees also develop and establish work rules, methods and procedures.

Budgeting - Employees have moderate involvement in the development, justification or allocation of budget funds. Employees independently approve and reject expenditures relating to food inventory without further review. Employees provide input to supervisor on the needs of the food service operation for new equipment and/or for increases in budget for inventory based on operational needs.

Training - Employees provide on-the-job training for staff through observation, reports, conferences and informal discussions to assure compliance with operational standards and established policies.

Setting Work Standards - Employees develop work rules governing food service operations to ensure that quality and quantity of work is met.

Reviewing Work - Employees spot check routine work and check finished products of subordinate staff daily to ensure compliance with operational standards and established policies.

Counseling and Disciplining - Employees discuss problems with staff and issue initial oral warnings for disciplinary actions. More serious problems and grievances are referred to higher-level management; employees recommend action to be taken.

Performing Other Personnel Functions - Employees interview applicants for positions supervised and with considerable influence, make recommendations to higher-level management on hiring decisions. Employees provide input on discussions concerning promotions and salary adjustments for employees supervised. Employees participate in subordinates' performance evaluations and approve leave requests.

### II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Operations are generally stable but are periodically affected by changes in methodology, guidelines, and shifting programs emphasis (e.g., court decisions, therapeutic diets, diagnostic fluctuations of inmate population due to legal requirements for receipt of felons for the whole state). These changes require employees to develop new approaches or procedures to meet operational objectives.

Variety of Work Supervised - Employees supervise staff responsible for custody and security; computer input; standardized procurement, receipt, storage, and inventory management; and production of food goods in the correctional system.

Number of Employees Responsible For - Employees are responsible for supervising approximately fourteen subordinates along with seventy to eighty-five inmates.

III. EXTENT OF SUPERVISION RECEIVED: Employees are responsible for the quality of work performed by the staff. Employees receive supervision through regular meetings and informal spot checks with supervisor, reports, and performance appraisals.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Employees supervise at least two shifts.

Fluctuating Work Force - The immediate layer of subordinate supervisors are usually stable; however, first-line supervisors and inmates assigned will fluctuate a great deal due to frequent turnover in both work forces.

Physical Dispersion - Employees supervise subordinates performing various duties (serving and transporting food) within multiple locations throughout the facility.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities –

Considerable knowledge of the accepted principles and practices of dietetics and nutrition.

Considerable knowledge of the dietary requirements for a variety of special diets and allowable substitutions.

Considerable knowledge of the methods, materials and equipment used in large-scale cooking and food service activities.

Considerable knowledge of food quantities needed to feed a large number of inmates and the relative costs of various food items.

Considerable knowledge of food sanitation principles and methods required to maintain standards in an institutional kitchen.

Ability to delegate responsibility and to plan, organize, and direct the work of staff and inmate workers.

Ability to inspect incoming fresh vegetables, fruits and meats to determine that they meet purchase order specifications.

Ability to analyze food management operations and to evaluate needs and improvements to work processes.

Minimum Education and Experience Requirements

High school or General Educational Development diploma and five years of supervisory experience in institutional food preparation and food services, preferably one year of which is in a correctional environment; or an equivalent combination of education and experience.

Necessary Special Qualifications

Must be eligible for certification by the North Carolina Criminal Justice Training and Standards Council.

Special Note:

This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.