JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Food Services Supervisor

Job Code: 6429

Salary Grade: S06

FLSA Status: Non-Exempt

Job Family: Service/ Crafts/ Trades

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Serves as the first-line supervisor responsible for preparation, production and/or serving of food items in an assigned food service area.

- Coordinates food preparation and serving of food. Monitors food preparation methods, portion sizes, and presentation of the food.
- Oversees inventory and procurement. Ensures adequate supplies, materials and equipment are available.
- Monitors the safety and cleanliness of the facility and equipment. Adheres to university and Health Department quality standards.
- Assists with preparation of master menus.
- Oversees operation of cash register, prepares daily cash report.
- Responds to customer inquiries regarding food quality, service, or accommodations and resolves the problems and routine complaints.
- Prepares various reports for management regarding the operation of the facility, sanitation, food preparation and any complaints or problems.
- Maintains regulatory, compliance, and operational records.
- Opens and secures facility.
- May assume responsibility for a second shift.
- Attends meetings, in-service training, and work related classes.
- Performs various duties as needed to successfully fulfill the functions of the position.

Minimum Requirements

Education:

Required: High school diploma or GED or graduate of culinary school.

Experience:

Required: 36 months experience in food services to include 12 months in a supervisory role.

Required Certifications or Licenses:

- ServSafe Certification
- Sanitation Certification may be required upon employment

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Advanced knowledge of principles providing customer and personal service to include but not limited to customer needs assessment, meeting quality standards for services, and customer satisfaction
- Advanced knowledge of State Food Handling and Cleanliness laws
- Advanced knowledge of kitchen equipment & supplies
- Working knowledge of profit and loss statements
- Excellent verbal, listening, and written communication skills
- Ability to multitask
- Ability to plan a health conscience menu
- Ability to interpret information
- Ability to speak, read and write clear, concise English
- Detailed oriented for accuracy of data and information
- Ability to communicate well and build rapport quickly with students, faculty and staff
- Ability to supervise staff and communicate directions and expectations effectively
- Cash handling

Working Conditions

Physical:

Physical:
Perseverance, both physically and mentally, for fast-paced and demanding responsibilities required. Exposure to disagreeable conditions such as handling greasy, dirty materials, walking on slippery floors, walking or riding between buildings on campus, going in and out of walk-in refrigeration units, etc. Frequent and repetitive arm and wrist movement. Exposure to chemicals and noxious odors. Ability to lift objects up to 50 lbs., and push/pull up to 100 lbs., ability to stand and/or walk for long periods of time and climb stairs, as necessary, depending on job assignment.

Environmental:
Adapt to a large kitchen environment with varying temperatures (-8 to 80 degrees Fahrenheit). As essential personnel you may be required to work during University closings. Nights and weekends may apply for any operations especially those operating 24/7.

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