General Statement of Duties

Manages high-volume food service operations, including kitchen safety and security for inmate helpers and staff, at Denver County Jail and at the Pre-Arraignment Detention Facility.

Distinguishing Characteristics

This class is distinguished from the class of Institution Food Steward Supervisor, which supervises work of Institution Food Steward employees in the production and preparation of food in a correctional institution.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

Level of Supervision Received & Quality Review

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised

Supervises two or more first level supervisors.

Essential Duties

Develops and manages the budget for food service, plans menus for cost, calories and proper nutritional value and allocates funds within budget to accomplish objectives.
Resolves operational problems associated with correctional food service including coordination with other entities, food and supply inventory, menu planning, kitchen safety, special diets, inmate security, unforeseen procedural problems and staff contact with inmates and other affected groups. Acts as chief spokesperson for the Undersheriff for all food service activities.

Directs the development of performance standards for functions managed within guidelines set by top management, including standards for food service set by the American Correctional Association and by Denver Health and Hospitals. Formally evaluates the work of Institution Food Steward Supervisors.

Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long range development of employees.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Changes procedures or approaches to daily problems or incorporates changes into existing guidelines.

Follows through to ensure corrections are made for deficiencies in kitchen cleanliness and food service equipment operation.

By position, may be required to be on-call to address emergent needs.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Influencing** - Collaborates with, persuades and influences others.

**Reading** - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
**Knowledge & Skills**

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of nutritional guidelines.

**Education Requirement**

Bachelor’s Degree in Hotel and Restaurant Management, Dietetics or a related field.

**Experience Requirement**

Three (3) years of supervisory experience in institutional food service management.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

- Extreme Heat: temperature hot enough to cause marked bodily discomfort.
- Potential exposure to cold temperatures, cold enough to cause bodily discomfort.
- Wet: frequent contact with water or other liquid.
- Hazards: conditions where there is danger to life, body, and/or health.
- Potential exposure to infections and contagious diseases.
- Potential exposure to hazards of steam and heat.
- Subject to electrical and radiant energy hazards.
- Potential exposure to hazards from electrical/mechanical/power equipment.
- Potential exposure to housekeeping/cleaning agents/chemicals.
- Subject to hazards of flammable, explosive gases.
- Subject to burns and cuts.
- Subject to injury from moving parts of equipment.
- Subject to varying and unpredictable situations.
- Handles emergency or crisis situations.
- Potential exposure to odors in kitchen areas.
- Noise: sufficient noise to cause distraction.
- Subject to many interruptions.
- Subject to long irregular hours.
- Pressure due to multiple calls and inquiries.
- Handles absentee replacement of short notice.
- Potential exposure to toxic chemicals.

**Level of Physical Demand**

3-Medium (20-50 lbs.)
**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Standing:** remaining on one’s feet in an upright position.
- **Walking:** moving about on foot.
- **Balancing:** maintaining body equilibrium to prevent falling over.
- **Carrying:** transporting an object; usually by hand, arm, or shoulder.
- **Crouching:** bending body downward and forward by bending legs.
- **Kneeling:** bending legs to come to rest on one or both knees.
- **Pulling:** Exerting force upon an object so that it is moving to the person.
- **Pushing:** exerting force upon an object so that the object is moving away from the person.
- **Stooping:** Bending the body by bending the spine at the waist.
- **Reaching:** extending the hand(s) and arm(s) in any direction.
- **Handling:** seizing, holding, grasping, or otherwise working with hand(s)
- **Fingering:** picking, pinching, or otherwise working with fingers.
- **Talking:** Expressing or exchanging ideas by means of spoken words
- **Hearing:** Perceiving the nature of sounds by the ear
- **Repetitive Motions:** Making frequent movements with a part of the body
- **Eye/Hand/Foot coordination:** Performing work through using two or more.
- **Lifting:** raising or lowering objects weighing no more than 50 pounds, from one level to another.
- **Vision Far Acuity:** Ability to see clearly at 20 feet or more.
- **Vision Near Acuity:** Ability to see clearly at 20 inches or less.
- **Depth Perception:** ability to judge distance and space relationships.
- **Field of Vision:** ability to adjust vision to bring objects into focus.
- **Color Vision:** ability to distinguish and identify different colors.

**Background Check Requirement**

- Criminal Check
- Employment Verification
- By position, Motor Vehicle Record
- Education Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

- **Pay Grade:** J-812
- **FLSA Code:** Y
- **Management Level:** 6
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:**
- **Revised By:**

City and County of Denver