

Job Class Profile: Food Service Supervisor

Pay Level: CG-26 **Point Band:** 490-533

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	3	4	2	3	3	4	5	
Points	93	50	19	19	60	65	62	86	54	508

JOB SUMMARY

The Food Service Supervisor directs Food Service Workers in the performance of duties related to food preparation, serving and/or general maintenance of food service areas in a health care facility.

Key and Periodic Activities:

- Supervises employees engaged in food preparation and food serving; ensures proper portioning of meals; and participates in serving meals.
- Prepares work schedules and evaluates work performance of employees.
- Trains new employees.
- Maintains cleanliness of food service areas and equipment; inspects kitchen, dining areas, utensils and equipment to ensure sanitation and safety standards are met; assists with cleaning activities.
- Oversees cafeteria operations.
- Inspects foodstuffs, supplies and equipment to maintain stock levels and ensure standards of quality are met; requisitions supplies.
- Maintains various records.
- Oversees and participates in preparing food and catering for special events.

SKILL

Knowledge

General and Specific Knowledge:

- WHMIS (Chemical use and safety)
- Occupational Health and Safety Regulations
- Food safety, food preparation and sanitation
- Policies and Procedures related to waste disposal; sanitation codes; infection control; safe work practices.
- Material Safety Data Sheets
- First Aid

Formal Education and/or Certification(s):

- Minimum: High School Diploma. Training in Safe Food Handling.

Years of Experience:

- Minimum: 3 years experience in food preparation and general maintenance of a kitchen or dining area.

Competencies:

- Ability to follow basic instructions and work processes
- Ability to apply established techniques to the completion of activities
- Ability to coordinate a range of related work or project activities
- Ability to provide advice to other employees on how to solve a problem or solve an issue
- Ability to operate a computer
- Ability to write straightforward text
- Ability to operate machinery

Interpersonal Skills

- A range of interpersonal skills used include listening to information from supervisor/manager and asking questions to obtain information; providing routine information and direction to employees; and gaining the cooperation of employees to complete work, address issues and/or solve problems.
- Communication occurs with employees within the immediate area, supervisor/manager, and customers/clients/patients/general public.
- The most significant contacts are with employees within the food services area regarding the day-to-day activities to ensure that food preparation, serving and general maintenance duties are performed in accordance with established standards; supervisor/manager for direction and/or advice on how to deal with problems or issues and with customers/clients/patients/general public in the provision of the meal service.

EFFORT**Physical Effort**

- The demands of the job occasionally results in fatigue, requiring periods of rest.
- Regularly lifts or moves objects such as meal trays; dishes; pots; and supplies weighing less than 10 lbs and occasionally lifts or moves objects between 10 and 25 lbs.
- Subject to walking and standing in the performance of daily activities; sitting is performed on an occasional basis when preparing work schedules; stooping, reaching, pushing, pulling and bending are also performed on a regular basis.
- Manual or physical activities include performing fine finger or precision work when using the computer; using gross motor skills when standing, walking, stooping, bending, etc and when using kitchen equipment.

Concentration

- **Visual** concentration is required to ensure meals are portioned properly; performing visual quality checks of food; ordering supplies; inventory control; identifying safety hazards and

- inspecting the food service area to ensure it is maintained in a clean and sanitary condition, etc.
- **Auditory** concentration includes communicating/interacting with employees in a noisy environment.
- **Other sensory demands** such as taste and smell are important in the evaluation of food quality and to identify smells that could present food quality issues.
- Alertness and concentration are required when performing **repetitive** cleaning activities. **Higher than normal levels of attentiveness or alertness** for the health and safety of others is required to ensure that all sanitation and safety standards are met.
- **Time pressures and deadlines** are constantly experienced as meals must be served to meet established standards and scheduled timelines. **Interruptions and lack of control over work pace** can occur with equipment breakdown; staffing issues; food shortages; power outages, etc.
- **Exact results and precision** are required to ensure proper portion control and proper cleaning and sanitation of food service area and equipment, utensils, etc.

Complexity

- Work involves performing duties related to food preparation, serving and/or general maintenance of food service areas which requires performing tasks and activities that are different but use similar skills and knowledge.
- Typical challenges include ensuring stock levels are maintained and that quality standards are met.
- Reference material to assist in addressing problems, challenges and issues include such things as Policies and Procedures; Occupational Health and Safety Guidelines; Material Data Safety Sheets; WHMIS Regulations; and advice and guidance from supervisor/manager.

RESPONSIBILITY

Accountability and Decision-Making

- Works in a controlled and monitored environment. Policies, procedures and standards exist for all daily operations in the food services area.
- Authority to assign work to employees and evaluate work performance; and requisition supplies.

Impact

- Work results can have a positive impact within the immediate work area; department; organization and on customers/clients/patients/general public as well as on equipment; processes and systems; finances; health and safety and corporate image when food preparation, serving and general maintenance activities are performed in accordance with established sanitation and safety standards.
- Mistakes or errors can result in delays in meal service; food shortages if inappropriate portions are served; increased financial costs if there is food wastage/spoilage; and health and safety issues if food service area, dishes, utensils and equipment are not properly cleaned and sanitized .
- All daily work activities are guided by policies, procedures and food safety guidelines. Errors are typically identified and resolved within hours of problem identification. Errors are

normally mitigated due to the highly structured and controlled nature of the work.

Development and Leadership of Others

- Typically responsible for direct supervision for a small size work group of employees (1 to 4 employees).

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to wear safety equipment such as gloves; safety shoes; uniforms; hairnets; masks; ear protection, etc.
- The likelihood of injury or illness result from hazards in the job is limited.
- Works in a kitchen area and exposed to undesirable working conditions such as unusual/distracting noise from kitchen equipment; garbage; fumes; hazardous cleaning chemicals; wet or slippery floors; steam and heat from cooking and dishwashing equipment resulting in high temperatures and humidity; sharp cutting objects; and temperature extremes when entering walk-in refrigeration or freezing units.