

North Carolina State University
Food Services Manager Competency Profile

DESCRIPTION OF WORK:

Work in this class involves managing all phases of food service operations to include procurement and storage, menu planning, food preparation and service, cleaning and sanitation, and record keeping in a college, or facility. Work includes planning and managing a food service operation within an allocated budget. Employees are responsible for supervising staff, ensuring they are properly trained and are capable of performing the duties of their positions. Employees are responsible for bulk purchases of staple and perishable supplies, disseminating modern methods of dietary balance and control, and providing standards of sanitation for environmental controls and control of food contamination and poisoning. Employees are expected to develop master menus, including estimates of amounts of various items required, and special and therapeutic diets, along with lists of recommended substitute items. Employees work independently under the general supervision of a higher level Food Production Manager, business officer, or institutional head.

Competency	Definition
Knowledge— Technical:	Achieves a satisfactory level of technical skill or knowledge in a specific technical area(s) and keeps up with current developments and trends in areas of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these.
Customer Service:	Knows the mission of the organization, and how own work activities impacts clients and the organization. Understands and responds to needs of a variety of clients. Knows role of clients in the work environment.
Planning and Organizing Work:	Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. At the advanced level, planning is of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.
Financial Administration (Budgeting):	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.
Training:	Provides employees with knowledge, skills and abilities to accomplish work and offer career development opportunities.
Managing Work and Performance:	Establishes work rules and acceptable levels of quality and quantity of work; reviews work and measures performance of others, and develops individuals' competencies.
Human Resources Management:	Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures.
Communication:	Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures) or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Safety and Health Management:	Establishes a culture of safety for employees and ensures that work processes are free from safety and health hazards, employees are properly trained and that programs are in place to ensure safety.