

Jurisdictional Class: Competitive
EEO Category: Professional
Adopted: 04/26/2023

FOOD SERVICE PROGRAMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the organization and management of data and program-specific information using various computer systems, databases, and/or spreadsheet software on a computer. Incumbents operate within various computer software systems to update and maintain program and student data, including, but not limited to, program inventory, menu planning, and nutritional analysis, free and reduced application processing and point of sale information. Incumbent may provide technical and professional support to food service personnel of participating districts involved in the program. This work requires accuracy and understanding of the local, state, and federal guidelines of school lunch programs. The work is performed under the direct supervision with latitude allowed for scheduling and executing day-to-day duties and responsibilities. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Works with food service personnel at school districts participating in the program to implement train and support various program related systems;
Communicates with customers to understand issues, needs, or concerns;
Coordinates interaction of appropriate internal resource to work through issue, need, or concern, and follows up on open issues;
Enters data in computerized system;
Works with parents and families to process and update free and reduced lunch applications;
Develops, maintains, and updates computerized records containing information requires for specialist programs;
Searches and retrieves data from computerized records by use of queries or other means appropriate to the software;
Modifies the computerized records as program information needs change or advises vendor as to needed changes.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of customer service theory; Good knowledge of food service management processes and software applications; Good knowledge of database/spreadsheet creation and modification; Good knowledge of participating school districts needs for technology support and training services; Working knowledge of local, state, and federal guidelines of school lunch programs; Working knowledge of standard office practices and equipment; Ability to create training materials for use by food service personnel in participating districts; Ability to communicate information that is confidential in nature; Ability to coordinate and provide training and support to food service personnel in participating districts; Ability to prioritize daily work with limited supervision; Ability to utilize various software and computer database programs; Ability to communicate on the phone, in person, and through e-mail; Ability to understand and empathize with customers needs and concerns; Ability to maintain records and prepare written reports clearly and concisely; Ability to enter data into query and issue reports from databased and spreadsheet programs; Ability to establish and maintain effective working relations with others; Ability to perform close, detailed work involving considerable visual effort and concentration; Physical conditions commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Bachelor's Degree in Business Administration, Marketing, Nutrition, Dietetics, or closely related field; **OR**
- (B) Possession of Associate's Degree in Business Administration, Marketing, Nutrition, Dietetics, or closely related field **AND** two (2) years of experience in organizing and managing of data in a food service environment; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in organizing and managing of data in a food service environment.

NOTE: Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

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