POSITION DESCRIPTION
FOOD PRODUCTION ASSISTANT
(Sous Chef)

Scope of Responsibilities:
Under general supervision, this position reports to the Residential Dining Chef of Dining and Summer Conferences (DSC). This Lead position ensures that dining standards are attained so customers have an enjoyable dining experience in any of our facilities. These operations include: Residential Dining, Lower Market Place, Food Court, Coffee Shops and Catering areas within Dining and Summer Conferences. Among the standards are courteous service, proper sanitation procedures, proper use and care of equipment, and the efficient production of quality, wholesome, and properly prepared foods according to standardized menus and recipes. These standards are maintained through a corps of student employees and classified staff who receive training and leadership from this position. This position will assist the Executive Chef, Residential Dining Chef and Unit Managers in coordinating and leading the production activity of 4-50 employees on any one shift. DSC is a unit under the Student Affairs Division of campus and is closely linked with the University Centers and Residential Living.

MAJOR RESPONSIBILITIES:
60%  A. Maintain high operational standards in all preparation and service areas through hands on production and direction of Kitchen Managers, Cooks, Student Managers and Student Employees.
A.1. Able to work in complex food service program with multiple production units and distribution points daily, with comfort level of flow between each and the knowledge and confidence to meet all deadlines and service challenges in any location.
A.2. Train, coordinate, lead and instruct Kitchen Managers, Cooks, Student Managers and other student employees in food service related functions of their position description: equipment use and care; courteous service; handle customer complaints, inquiries, & concerns appropriately; quantity food production methods; ensure preparation and service of wholesome food and beverages high in quality and eye appeal; correct portion sizes; temperature control; waste minimization and record keeping through CBORD menu management system; proper food safety techniques per ServSafe and HAACP; display cooking.
A.3. Develop good rapport with Kitchen Managers, Cooks, Student Managers and student employees to aid in motivation and dedication towards job responsibilities.
A.4. Work with Student Managers on duty to assure coverage of all positions when student employees are absent. Often times this requires re-assignment of employees from area to area and working critical positions during times of high demand. Work with Student Managers to determine break times for student employees.
A.5. Oversee appearance and quality of food as received from production area and report substandard products to Residential Dining Chef, Unit Manager, or personnel responsible for its production in the absence of management for correction.
A.6. Oversee service area food production and service responsibilities for each operation, both on the line and back of the house tasks, coordinating the set-up, service and close of all service periods.
A.7. Communicate and coordinate with staff and cooks regarding upcoming events, menus, allergen specifics, etc. in a daily meeting to establish product and menu specifics allowing the flawless execution of events.
A.8. Assist in the creation, testing, and maintenance of recipes within CBORD menu management system through communication and coordination with Residential Dining Chef and CBORD Administrator.
A.9. Perform bi-weekly food inventory to assist with food ordering process; assist in monthly food inventory for accurate financial reporting.
A.9. Enforce policies and procedures with cooks and student staff by means of coaching, use of counseling logs, requests for documentation or written disciplinary action in conjunction with Unit Manager or Residential Dining Chef.
A.10. Make recommendations and suggestions for use in Cooks, Student Manager and student employee evaluations and hiring.

25%  B. Prepare or assist in preparation of food items indicated on the printed recipes and production schedules of the menu management system for the needs of the assigned facility and shift.
B.1 Daily review production schedules and recipes for all needs as assigned. Bring concerns with recipes, product availability and quantities to supervisor at start of shift or as soon as you are aware of them.
B.2 Prepare foods assigned using the standardized recipes practicing batch-cooking methods for all items to which it is applicable and gearing production of all non-batched items as close to service time as practical.
B.3 Review any and all suggested modifications to the menu or recipe with Manager on Duty and make no revisions without approval unless in an emergency situation and there is no time to seek approval.
B.4 Practice proper food sanitation and safe food handling procedures.
B.5 Plan pre-cooking food preparation utilizing safe food handling practices and keeping hold times to minimums required by production schedule.
B.6 Use proper cooking equipment dictated by product being prepared.
B.7 During service of food, ensure ongoing quality food supplied to servers. Monitor and document holding and temperatures of foods when sent out for service. Replace or correct substandard product as needed.
B.8 Ensure each menu item or appropriate substitute is available throughout the specified serving time.
B.9 Complete daily service record data, record daily waste, transfer sheets and complete daily storeroom requisitions as required in assigned facility.
B.10 Cool, wrap, label, and date all leftovers properly.
B.11 Suggest changes to menus for improvement in menu or work efficiency.
10% C. Be representative of Dining and Summer Conferences and ensure security of Dining and Summer Conference department and assets. Open and close operations in the absence of Unit Manager. Maintain operations in the absence of management staff.
C.1. Ability to make quick and quality decisions to meet the customer and staff wants/needs in a timely manner.
C.2. Complete opening and closing checklists in the absence of the student manager.
C.3. Make regular security rounds of department when no Unit Managers is on duty.
C.4. Lock up operation at close and open areas as needed. Verify all closing procedures have been completed by student employees.
C.5. Direct and/or handle patron inquiries appropriately.
C.6. Enforce dining and dish room policies among customers.
C.7. Inform Unit Manager of any problem areas or pieces of equipment.
C.8. Monitor supply levels of dishware, equipment, small wares and convey needs to Unit Manager.
C.9. Maintain cleanliness of entire serving area and dining room.

5% D. MISCELLANEOUS DUTIES
D.1. Fill out accident reports in absence of unit manager.
D.2. Attend in-service training programs and department meetings. Keep updated on food trends, new equipment, service methods, etc.
D.3. Provide support and assist as needed in the event of an emergency to all units within DSC.
D.4. Other duties as assigned.

Knowledge, Skills & Abilities
- Ability to work occasional extended hours up to 14 hours on some days.
- Ability to push or pull wheeled carts weighing up to 200#.
- Ability to lift cases of food products weighing up to 50#.
- Ability to drive a state vehicle.
- Knowledge of efficient and safe use and cleaning procedures of food service equipment such as ovens, choppers, slicers, etc.
- Ability to bend, stoop and lift up to 50# when storing, stocking and rotating.
- Knowledge of food production methods and procedures including sanitation, weights, and measures.
- Ability to read and interpret recipe information and production sheets from menu management system.
- The work environment requires that the incumbent communicate courteously, following customer service standards to vendors, supervisors, customers, and all DSC team members, often under stressful circumstances. The work must be performed within time constraints meetings quality schedules, and deadlines.
- Thorough knowledge of food products, quality standards, and experience in the use of materials, methods, and equipment used in large scale cooking.
- Ability to independently coordinate and guide preparation activities on a large scale.
- Extensive knowledge of sanitation and health precautions in food preparation and service.
- The ability to obtain ServSafe Certification within three months of hire and complete recertification within three months of expiration.
- Working knowledge of food allergens, values and nutrition.
- Ability to prepare food for special menus and adapt recipes as needed.
- Ability to work cooperatively with all staff members and the larger university community.
- Prefer Associates Degree in Culinary or Hospitality Management
- Prefer ACF certification

**Appointment Date/Term of Employment**
This is a university staff permanent position— 87.5%

Updated 5/12/21