

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**FOOD SERVICE MANAGER**

**I. INTRODUCTION**

A. Purpose Of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions that function as Food Service Managers. This classification specification is not intended to identify every duty that may be assigned to positions but is intended to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions that supervise food production, food distribution, service to customers or clients, catering, or a food service warehouse, in all except the least complex food service program contexts. (For detail on positions excluded from this classification, see “Exclusions,” below.) Except in a small food service program, positions in this classification report to a Food Service Administrator, higher level Food Service Manager or an unclassified food service director. In a small food service program, a position in this classification may have overall responsibility for supervision of the food service program, under administrative direction from a non-food service supervisor. Positions allocated to this classification must meet the statutory definition of supervisor or management, as defined in s. 111.81(19) or (13), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that do not meet the statutory definitions of supervisor or management, as defined in s. 111.81(19) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions responsible for supervising classified staff and other assistants in the day-to-day operations of a limited scope food service operation such as a delicatessen, dairy store, or

restaurant concept which does not have regular alcohol service or on-going extensions of operations such as brat stands or ice cream carts in other locations, for a majority of the time.

3. Positions in a university food service program responsible as an assistant manager on a shift or weekends in a complex, extended-hours restaurant concept typified by service throughout the lunch and supper hours, regular alcohol service into late-night hours, a menu which varies from day-to-day and includes both hot and cold entrees, and continuous or seasonal extensions of operations into other indoor or outdoor locations, for a majority of the time.
4. Positions that supervise a cluster (two or three) of “fast food” outlets comprising a sub-unit of a student center food court for a majority of the time.
5. Positions in a university facility responsible on a shift or weekends for supervising food distribution and service, for a majority of the time.
6. Positions functioning as the assistant to the manager of catering services in a full-time catering program in a university food service program (except if in the exceptionally large Wisconsin Union Catering operation), for a majority of the time.
7. Positions that supervise banquet and event catering for the smaller, lesser revenue-producing UW-Extension conference centers (such as the Friedrich Center), for a majority of the time.
8. Positions in a state institution responsible on a shift for supervising cafeteria and servery food distribution activities for a majority of the time.
9. Positions responsible on a shift for supervising a food portioning and tray assembly unit, for a majority of the time. These positions may function in a care and treatment institution or in a correctional institution that does not utilize inmates as food service workers.
10. Positions responsible for supervising a centralized dishroom for a majority of the time.
11. Positions functioning as the highest level administrator of a “large” non-retail food service program, or positions reporting to the unclassified director of a university food service program and functioning as the highest level classified administrator of a multi-unit program division or a professional program support function of broad scope for a majority of the time, and are more appropriately classified as Food Service Administrator.
12. All other positions which are more appropriately identified by other classification specifications.

## II. DEFINITION

### FOOD SERVICE MANAGER

This classification encompasses positions which, for a majority of the time, supervise food production, food distribution, service to customers or clients, catering, or a food service warehouse, in all except the least complex food service program contexts. (For detail on positions excluded from this classification, see "Exclusions", above, and the Food Service Supervisor classification specification.) Except in a small food service program, positions in this classification report to a Food Service Administrator, higher level Food Service Manager, or an unclassified food service director. In a small food service program, a position in this classification may have overall responsibility for supervision of the food service program, under direction from a non-food service supervisor.

A food service supervisory position qualifies for this classification if one of the two following types: (1) positions below the Food Service Administrator level which have subordinate supervisory positions; or (2) positions which, for a majority of the time, supervise quantity food production in a production kitchen. Positions that may not meet either of the two previously stated criteria, but are included in this classification (rather than Food Service Supervisor) because of the greater complexity or broader scope of their responsibilities, include:

- 1) The position that supervises the Grainger Hall Executive Dining Room and its associated catering services on the UW-Madison campus, and includes responsibility for managing budgeted revenues and costs. The Executive Dining Room is an upscale, hosted and reservation-taking lunch facility, and includes a production kitchen that produces many of its menu offerings.
- 2) Positions in a university food service program that supervise staff and operations for two dine-in retail restaurant concepts.
- 3) Positions with overall responsibility for supervision of a university student center retail food court and any related convenience store. Positions have overall responsibility for front-of-the-house final food preparation, food distribution, cash register and debit card transactions, customer service and sanitation. Positions may also assist with planning and supervision of summer camps, catering and athletic concessions.
- 4) Positions in a state care and treatment institution that supervise trayline and cafeteria distribution, service and sanitation activities, and are additionally designated as responsible, on an on-going basis, as the supervisor with overall responsibility on a shift for both food production and food distribution, in the absence of higher level supervisory staff.
- 5) The position responsible for supervising the Training Table and Sports Buffet operations on the University of Wisconsin-Madison campus.
- 6) Positions that function as the service manager for a UW campus housing contract dining facility, with overall responsibility for supervision of front-of-the-house food service activities, cash register and debit card transactions, customer service, the dishroom, and sanitation.
- 7) The position that functions as the assistant manager to another Food Service Manager for Wisconsin Union Catering, an exceptionally large catering program with fiscal year 2000 revenues exceeding \$2 million.

- 8) The position responsible for supervising food distribution and catering for the Pyle Center, the largest and most complex UW-Extension conference center.
- 9) The position that functions as the assistant to the Food Service Administrator responsible for the UW-Madison Division of University Housing warehouse.
- 10) The position responsible for managing the operations of the Wisconsin Union warehouse, under the direction of the Wisconsin Union Food Service Director. Responsibilities include developing food and supply procurement policies and procedures, coordinating warehouse procurement of food and supplies, coordinating the renewal of contracts, conducting operational studies, coordinating and maintaining a fleet of delivery vehicles, and hiring, scheduling, and supervision of warehouse staff.
- 11) The position located at Volk Field that is responsible for the overall management of a small, non-retail/military food service program, where military units are responsible for the food preparation. Areas of responsibility include operation and maintenance of two military dining facilities, a warehouse, and associated equipment. Responsibilities include purchasing food and equipment; accounting for meal receipts; menu set-up; food and supply set-up for military drills; monitoring of food preparation, sanitation, safety, field feeding, and field equipment; and supervision, training, and scheduling of permanent and limited-term employees to meet flexible hours required by the military mission.
- 12) The position responsible for planning and directing all catered events and breakfast buffets at the Lowell Center on the University of Wisconsin-Madison campus.

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification was created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe positions which function as Food Service Managers. This classification replaced the Food Service Manager 2-4 and Food Production Manager 1-3 classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications. This specification was modified effective March 9, 2003 and announced in Bulletin MRS-SC-148 to add a University of Wisconsin-Madison allocation.

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