

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

FOOD RETAIL/CATERING LEADER 1, 2, 3
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future food service positions found predominately within the University of Wisconsin system which do not meet the statutory definition of supervisor found in s. 111.81, Wis. Stats., yet are responsible for leading assistants to independently operate a distinct retail food unit or to independently lead catered functions. 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 class 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; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses lead worker positions independently responsible for leading the day-to-day operations of retail food distribution units or for leading catered functions. These positions function in satellite locations where a supervisor is usually not present due to the supervisor’s responsibility for (1) coordinating multiple retail units in several locations, (2) coordinating multiple catered functions in several locations, or (3) primary job duties not directly related to food service.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions meeting the statutory definition of supervisor or management in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that for a majority of the time operate mobile or very-limited scope retail distribution units such as a stand or cart selling coffee and pastry, frozen confections or sandwiches, and

work alone or with up to one full-time-equivalent assistant, and are more appropriately classified in the Food Service Assistant series.

3. Lead worker positions that, for a majority of time, assist a supervisor who has primary on-site responsibility for directing the day-to-day operation of the particular restaurant, cafeteria, or other retail food distribution unit, and are more appropriately classified in the Food Service Assistant series.
4. Catering positions that do not for a majority of the time independently lead the provision of food, beverage, and facility services to customers at catered events where supervision is not present, and are more appropriately classified in the Food Service Assistant series.
5. Positions that for a majority of the time lead or direct a group of incarcerated offenders or psychiatric patients in food service activities, and are more appropriately classified within the Corrections Food Service Leader series.
6. All other positions more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Series

Entrance into this series is by competitive examination. This is not a progression series; reclassification from one level to a higher level will occur only when it can be demonstrated that the changes in duties and responsibilities justifying the class change are a logical and gradual outgrowth of the position's previous duties and responsibilities and a majority of the work is defined at the higher level.

II. DEFINITIONS

FOOD RETAIL/CATERING LEADER 1

These positions are independently responsible for the day-to-day operations of a less-complex delicatessen, fast-food franchise or similar retail food service unit. Lesser complexity is characterized by the presence of at least two of the following three factors: annual sales volume less than \$400,000; less than 2.0 budgeted full-time-equivalent part-time assistants; or less than 200,000 customers annually. For the majority of the time, these positions function in satellite locations without a supervisor present due to the supervisor's responsibility for coordinating multiple retail units, as contrasted with supervising the day-to-day operations of an individual unit.

Position responsibilities include the selection, training, scheduling, leading and monitoring of limited-term, student, or other assistants in the preparation and service of food items; ordering food items and supplies from multiple sources including a central production kitchen and contract vendors; monitoring inventory; keeping unit records on unit sales, product usage and waste; compiling data for budget development and to monitor unit performance against budgeted profit margins; preparing food items; pre-dishing, packaging and displaying food and beverages; responding to customer concerns; initiating menu upgrades and the development of new menu items; overseeing all catering done through the unit such as a coffee/cookie or ice cream cart; handling and securing cash; ensuring compliance with food safety and equipment sanitation standards and responding to sanitation reports.

FOOD RETAIL/CATERING LEADER 2

These positions are independently responsible for leading and coordinating staff and operations for one of the most complex retail food service units, or for less-complex catered functions (complexity criteria are defined in the allocation descriptions below). For the majority of the time, these positions function in satellite locations without a supervisor present due to the physical isolation of the unit and the supervisor's responsibility for coordinating multiple retail units or catered events, as contrasted with supervising the day-to-day operations of an individual unit or event. Positions have responsibility on a continuous basis to schedule, train, assign, lead and monitor the work of classified, limited-term, or student assistants. There are two typical allocations:

- 1) Leads assistants to operate one of the most complex delicatessen units. The most-complex units are characterized by at least two of the following three factors: annual sales volume exceeding \$400,000; at least 2.0 budgeted full-time-equivalent part-time assistants; or at least 200,000 customers annually. These positions have employe selection, leadwork and unit operations responsibilities similar to those identified at the Food Retail/Catering Leader 1 level.
- 2) For a majority of the time, independently leads assistants for less-complex catering events such as breaks, breakfasts, lunches, buffets, and limited-volume receptions or dinners. Coordinates and participates in food preparation and leads event set-up, on-site food and beverage final preparation, service to customers, and post-event takedown. Assigns duties to assistants and monitors their work performance; organizes service equipment such as linens, silver, dishes, trays, etc., appropriate for the event; develops sequence of event service activities and coordinates staff coverage; and manages service for more than one event simultaneously. Monitors the attractiveness of foods displayed and served, independently responds to customer requests and concerns during the event and ensures appropriate standards of customer service are achieved.

FOOD RETAIL/CATERING LEADER 3

These positions are independently responsible, for a majority of the time, for overseeing the largest and most complex catered functions. The most complex catered functions include: banquets; weddings; off-site events requiring transportation of food, supplies and equipment; receptions with both food and bar service; and other events requiring alcohol control. Positions at this level also assist customers in advance planning for events, and oversee multiple events simultaneously. These positions assign duties to assistants and monitor performance; coordinate event staffing; lead food preparation, event set-up, on-site food and beverage final preparation, service to customers, and post-event takedown; organize service equipment such as linens, silver, dishes, trays, etc., appropriate for the event; develop sequence of event service activities and coordinate staff coverage. May be responsible for alcohol and beverage purchase and control. Monitors the attractiveness of foods displayed and served, independently responds to customer requests and concerns during the event and ensures appropriate standards of customer service are achieved.

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 series was created effective May 21, 2000 and announced in Bulletin CLR/SC-112, and results from the partial implementation of the Food Service Occupations Survey, initiated on September 11, 1997, and announced in Bulletin CC/SC-71. Most positions in this series were previously classified in the Food Service Worker 1 through 5 series, which was abolished effective with the creation of this new series.

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