UNIVERSITY OF SOUTHERN CALIFORNIA

Chief Steward

Job Code: 143022

OT Eligible: No

Comp Approval:

JOB SUMMARY:
Manages stewards in multiple facilities to ensure that federal and state health and cleanliness requirements are met and exceeded. Manages the manning of all stewarding areas in the most efficient manner. Has responsibility for maintaining all production and service areas, including equipment and operating stocks, at highest levels of sanitation, cleanliness and efficiency. Ensures culinary crockery, dishes and glassware, and kitchenware are accounted for and maintained. Establishes and implements stewarding standard operating procedures, training programs, compliance tracking to ensure staff members are properly trained on cleaning methods, and proper handling and use of chemicals. Supervises subordinate staff.

JOB ACCOUNTABILITIES:

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| Manages stewards in multiple facilities to ensure that federal and state health and cleanliness requirements are met and exceeded. Manages the manning of all stewarding areas in the most efficient manner. Has responsibility for maintaining all production and service areas, including equipment and operating stocks, at highest levels of sanitation, cleanliness and efficiency. Ensures kitchen areas are kept clean and organized and performs daily and weekly quality maintenance and sanitation inspections of multiple locations. Inspects premises and equipment to ensure that they are clean and in order and that sufficient foodstuffs and supplies are on hand to ensure efficient service.
| ______ | ______ |
| Supervises at least two full-time subordinate staff or the equivalent. Recruits, screens, hires, orients, and trains staff. Evaluates employee performance, provides guidance and feedback. Counsels, disciplines and/or terminates employees as required.
| ______ | ______ |
| Supervises staff performing activities such as dishwashing, kitchen cleaning, and storeroom cleaning and organizing. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on a day-to-day basis. Ensures timely completion of unit's work. Ensures timecards are submitted to payroll in a timely manner.
| ______ | ______ |
| Ensures that all unit locations are in compliance with federal and state health laws, regulations and relevant codes. Promotes a safe and hazard free work environment on a regular basis by ensuring proper procedures for cleaning, use and storage of chemicals, and maintenance of all stewarding equipment is timely. Ensures the “Right to Know” station is current and MSDS are available for all chemicals in use.
| ______ | ______ |
| Has responsibility for control, storage, reordering and issuing of operating equipment stock. Ensures flow and supply of operating equipment meet requirements.
| ______ | ______ |
Manages material resources. Obtains and ensures appropriate use of equipment, facilities, and materials needed to do work. Examines incoming purchases for quality and to ensure that purchases are as specified in order. Approves invoices or bills for payment. Prepares weekly and/or monthly expense forecasts according to budget.

Works with stewarding staff to monitor and ensure all temperature and chemical solution requirements are met. Reports and documents any safety or sanitation hazards or breach of standard operating procedures.

Leads preventative maintenance program in cooperation and coordination with Facilities Maintenance Services. Has responsibility for maintenance of all operating equipment. Identifies dishwashing machine problems through inspection of washed wares and provides solutions. Works with contracted pest control operators to report and resolve concerns, as appropriate.

Manages the process of maintaining and tracking inventory of china, glass, and cutlery used in all areas to ensure proper stock is maintained in each area to facilitate smooth running of services and budget guidelines are followed. Establishes controls to guard against theft and wastage.

Confers with other event planning management concerning banquet arrangements for food service, equipment, and extra employees.

Maintains knowledge of newest products and procedures in stewarding industry.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential:  

[ ] No

[ ] Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:  
High school or equivalent

Minimum Experience:  
2 years

Minimum Field of Expertise:
Previous experience in Chief Stewarding position for a minimum of 2 years. General knowledge of food service operation. Knowledge of federal and state health laws, regulations and relevant codes. Demonstrated good management skills. Strong written and verbal communication skills are required and proven ability to work effectively with various types of customers. Ability to multi-task and deal with emergencies in a calm and helpful manner. Ability to supervise large number of staff working in diverse environments.

**Preferred Education:**
Associate's degree

**Preferred Experience:**
3 years

**Preferred Field of Expertise:**
Experience managing a staff of 50 or more direct reports in a similar work environment.

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpersonal skills
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Leadership
- Managerial skills
- Organization
- Planning
- Problem identification and resolution
- Scheduling
- Staff development
- Teaching/training

**Skills: Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises: Level:**
Supervises employees and/or student workers.

**Supervises: Nature of Work:**

Professional/Paraprofessional
Service/Maintenance

**Comments:**

No set schedule. May be required to work weekends, evenings, and/or holidays. Must have valid ServSafe certificate or equivalent sanitation certification or able to achieve certification within six months of hire. Must have valid California Food Handler Card or obtain card within first 30 days of hire.

**SIGNATURES:**

Employee: ________________________________ Date: ________________________________

Supervisor: ______________________________ Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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