JOB DESCRIPTION
School Meals Specialist - Lead

Definition of Class
This is a professional position in which the incumbent serves as lead specialist to the National Food Service Management Institute (NFSMI) Help Desk services. The incumbent assists customers and clients needing information regarding child nutrition programs. The incumbent frequently exercises discretion and independent judgment when responding to inquiries. The incumbent coordinates the creation of a variety of resource materials, including training videos, electronic newsletters/communications, and web seminars.

Examples of Work Performed
Responds to client/customer inquiries and needs: determines type of information needed; responds to inquiries, by telephone, e-mail, mail, fax, or direct contact; provides timely and accurate answers to questions regarding child nutrition programs.

Initiates preparation of quarterly, semi-annual, and miscellaneous reports related to Help Desk services.

Maintains a resource database: researches, identifies, and records available resources for response to inquiries; coordinates data entry of new resources and updates existing database.

Assesses menus for nutritive values: enters menus on computer database with information to include, recipes, ingredients, food product, nutritive values, serving number; adjust menus in order to meet requirements of nutrient standard menu planning; produce nutritive analysis reports for client/customer use.

Assists in the development of satellite and training video production. Liaison with production companies to ensure department standards are met. Serves as content expert during video production.

Creates and coordinates the distribution of regular e-communications. Works with other department staff to develop e-communications in focus areas.

Coordinates the creation and implementation of departmental web seminars. Oversees the planning of the web seminar calendar.

Represents the department at various conferences, seminars, and work exhibits. Presents related educational sessions as needed.

Performs related or similar duties as required or assigned.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring department.

1. Provides timely and accurate answers to questions regarding child nutrition programs.

2. Oversees reporting of Help Desk services.
3. Coordinates the creation, implementation, and dissemination of various resource materials and educational products.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion:** The incumbent may be required to lift up to 10 pounds.

**Vision:** Requirements of this job include close vision.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; and use hands to finger, handle or feel objects. The incumbent is occasionally required to stand; walk; and reach with hands and arms.

**Experience/Educational Requirements:**

**Education:**
Bachelor’s degree from an accredited college or university with an emphasis on foods, nutrition, food service management or a related field.

AND

**Experience:**
Four (4) years experience in a food service operation or related to the above-described duties.

**Substitution Statement:**
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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