

**Job Title:** Enterprise Services Technician-Trainer  
**Job Family:** Enterprise Services  
**Pay Program:** Classified  
**Prepared/Revised Date:** April 11, 2011

**Job Code:** 060410  
**FLSA Status:** Non-Exempt  
**Pay Range:** G 23  
**Typical Work Year:** 11months

**SUMMARY:** Keep all computers and programs in our cafeterias operational; train Nutrition Services' employees how to use the technology. Manages the compliance and accountability for meals claimed to U. S. Department of Agriculture and Colorado Department of Education (CDE).

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Train employees to cashier, report, deposit funds, and provide customer service. Develops training materials and new forms for the training responsibilities. Trains cashiers, kitchen managers and assistant managers to communicate with customers appropriately and positively. Problem-solves difficult employee cashiering issues.	D	35%
2. Manages, maintains, troubleshoots, and upgrades the Point of Sale (POS) program. Corrects errors in the POS program at 44 sites. Maintains computer inventory. Initiates and orders computers and related equipment. Manages Facilio which maintains email lists for the department. Instructs new email users and assists in getting their email set up. Troubleshoots computer hardware issues. Coordinates with planning, Design and Construction and the Information Technology Department (IT) and schools, the technology needs of the kitchens for new and remodeled schools. This includes presenting the needs to the school personnel for approval, ordering the needed equipment, and setting up the computers. Liaison between IT and Nutrition Services. Diagnoses hardware problems. Re-images computers as needed; upgrades RAM; re-seats computer cards; attaches computers to the wireless network, troubleshoots and supports bar code readers for the high schools as a peripheral to the computers.	D	27%
3. Supervises and leads the Free and Reduced Technician. Supports, troubleshoots, provides back-up for Free and Reduced technician in answering parent and staff Free and Reduced Questions.	D	13%
4. Audits Child Nutrition POS sites to be sure the counting and claiming of meals is in compliance with all CDE, Child Nutrition Unit, and the US Department of Agriculture regulations. Tests and assures that cashiers have the appropriate cashiering knowledge for compliance with these regulations.	D	7%
5. Coordinates the Central Accounting Program to assure that money is routed into the correct accounts. Corrects bank errors and coordinates with Financial Services to assure consistent reporting of figures. Provides monthly financial reports to supervisors; assures that Nutrition Services is in compliance with the US department of Agriculture regulations regarding Accuclaim Edit Check (percentage of meals allowed for free and reduced students) and duplicate claiming of lunches for students. Provides reports for the sate meal claims and double checks lunch claims for accuracy. t	D	7%
6. Manages the on-line credit card payment program, school payment Solutions. Assists parents in creating accounts for their students. Responds to parent emails regarding on-line problem lunch accounts.	D	3%
7. Manages Nutrition Services' portion of School Messenger, the auto call program. Creates and has language translated for parents to receive calls. Messages go home each Friday for negative lunch balances and special messages call home in both English and Spanish at appropriate times during the school year regarding free and reduced applications, end of year refunding, and lunch balance rollover.	D	2%
8. Manages Data Center computer software program which creates computer menus, school accounting parameters, lunch prices, archives student lunch history, and downloads financial information into the district financial system.	D	2%
9. Manages the beginning of the year start up for the POS. Coordinates rolling over lunch balances; downloading new student databases, provides instructions for school start up; assures that student lunch numbers are printed on the student ID cards at the secondary level; develops school announcements, phone messages, District TV information, and newsletter articles for ht schools for better communication between schools, parents, and the lunch program. Updates the	D	2%

information regarding the lunch program and the Free and Reduced program on the district webpage. Conducts classes for new kitchen managers and assistant managers necessary to open the school kitchen ready for computerized cashiering and good customer service.		
10. Manages the end of the year POS functions necessary to close the year. Manages refunding, finalizes and stores the end of the year information on the Nutrition server, closes out student accounts and archives them. Compiles instructions for school sites to assure all required end of year reports are submitted to the department.	D	1%
11. Perform other job-related duties as assigned.	Ongoing	1%
<b>TOTAL</b>		<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High School diploma or equivalent.
- Minimum of three years of computer and software experience.
- Minimum of three years of work experience that requires customer service.
- Training, supervisory, and child nutrition experience preferred.
- Completion of District or other “Train the Trainer” course preferred.
- Must successfully complete current district training for supervision of Classified Staff within one (1) year of entering position.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- Ability to frequently travel among district facilities.
- Must successfully complete a pre-hire, post-offer physical abilities examination.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Advanced skills are needed in problem solving issues.
- Critical thinking and problem solving skills.
- Knowledge of computer systems and the USDA lunch program mandates.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to work with students and staff with diverse backgrounds and abilities.
- Ability to promote and follow Board of Education policies, Superintendent Policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of scanners is required within one month after hire.
- Operating knowledge of wireless networking preferred at hire; required within one month after hire.
- Operating knowledge of Touch screen software preferred at hire; required within one week after hire.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	<b>POSITION TITLE</b>	<b>JOB CODE</b>
<b>Reports to:</b>	Nutrition and BASE Director	5028

	<b>POSITION TITLE</b>	<b># of EMPLOYEES</b>	<b>JOB CODE</b>
<b>Direct reports:</b>	Free & Reduced Coordinator	1	1165

- Responsible for training employees; planning, assigning and directing work; assisting with appraising performance; and addressing complaints and resolving problems.

• **BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- Responsible for compiling annual budget information for replacement computers, monitors, printers, and peripherals.
- Manages refunding, lunch balance roll over, closes out student accounts and archives them, finalizes and stores the end of year lunch payment and balance history.
- Daily audit of bank deposits.
- Monitors meal counts to assure accurate accountability on meal claims to the state and federal governments.
- Addresses deposit discrepancies..

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk		X		
Sit		X		
Use hands to finger, handle or feel				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze			X	
Communicate				X
Copy			X	
Coordinate			X	
Instruct			X	
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills				X
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts		X		
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

<b>VISION DEMANDS:</b>	<b>Required</b>
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	
Loud	X
Very Loud	