

Job Title: **Technician-Trainer**
 Job Family: **Nutrition Services**
 Pay Program: **Classified**
 Typical Work Year: **11 months**

Job Code: **060410**
 FLSA Status: **Non-Exempt**
 Shift Differential: **No**
 Pay Range: **G 22**

SUMMARY: Maintain hardware/software in Nutrition Services; provide training to Nutrition Services' employees on hardware/software; how to identify and claim a reimbursable meal. Manages the compliance and accountability for meals claimed to United States Department of Agriculture (USDA) 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. Manages the Point of Sale (POS) software and on-line credit card payment program which includes, but is not limited to implementing software upgrades and/or new systems/software, refunds, credits. Coordinates and provides training on customer service and point of sale (POS) software to all Nutrition employees. Provides technical support and troubleshoots issues related to hardware/software. Responsible for maintaining a replacement schedule for the hardware/software. Maintains inventory of computers and related equipment for Nutrition Services. First tier user contact for technology issues. Works with technology vendors and district Information Technology (IT) department to address issues, submit enhancements, update systems and test changes. .Serves as a liaison between IT and Nutrition Services.	D	35%
2. Ensures compliance with the United States Department of Agriculture and Colorado Department of Education for submitting meal reimbursements. Liaison between Financial Services and Nutrition Services. Ensures that money is routed to appropriate accounts. Makes corrections as needed for Point of Sale (POS) software, bank errors, refunds, and edit checks.	D	30%
3. Responds to parent inquiries related to their students' school meal account.	D	5%
4. Conducts counting and claiming audits at all Nutrition Services sites.	D	8%
5. Prepares and provides monthly profit and loss reports for all kitchen sites. Prepares data reports related to meal counts, meals per labor hour, and other reports related to the Nutrition Services program.	M	5%
6. Provides back up support to the Free and Reduced Coordinator.	D	3%
7. Responsible for managing School Messenger for Nutrition Services. Responsible for updating information on the Nutrition Services website.	D	2%
8. Responsible for coordinating and tracking trainings for all Nutrition Services employees. Conduct trainings for assistant manager trainees and new managers. Conducts on-site kitchen orientation and training for new hires.	M	10%
9. Conducts beginning and end of the year Point of Sale (POS) functions necessary to open/close the school year. Finalizes and stores the end of the year information on the Nutrition Services server. Archives student accounts at the end of the school year. Provides guidance to school kitchen sites to ensure accurate data is submitted for year-end reporting.	A	1%
10. Perform other job-related duties as assigned.	Ongoing	1%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School diploma or equivalent.
- Minimum of three (3) years of computer and software experience preferred.
- Minimum of three (3) years of work experience that requires customer service.
- Training, supervisory, and child nutrition experience preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Ability to frequently travel among district facilities.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced skills are needed in problem solving issues.

- Critical thinking and problem solving skills.
- 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 keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- 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, District 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 district information technology systems and any other department specific software and equipment required within 2 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Nutrition & BASE Resource Manager	3021

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	None		

- 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		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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			

VISION DEMANDS:	Required
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

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	
Loud	X
Very Loud	