

Jordan School District  
**EDUCATION SUPPORT PROFESSIONAL JOB DESCRIPTION**

Job Title: <b>Nutrition Service Support Assistant (S16)</b>	Job Family: 9
Department: Nutrition Services	Lane Placement: <b>8</b>
Supervisor's Title: Director of Nutrition Services	Contract: 242 Days
FLSA Classification: <u>Non-Exempt</u>	Hours per day: 8
Original date: <u>12/98</u> Revised: <u>12/14</u> Revised: <u>09/2021</u> Revised: _____	

**GENERAL FUNCTION**

Under the direction of the Director of Nutrition Services, the Support Technician monitors and supports efficiency in all clerk meal counting processes and applicable record keeping. Support includes assistance in analyzing and resolving computer system problems and user needs including providing follow-up, instruction, and direction to users and outlining recommended procedures to the Nutrition Services Department.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

**ESSENTIAL FUNCTIONS**

- Assist school staff in understanding of inputs, outputs, updates and assessment of a variety of records and information from the meal counting system.
- With the support of District information systems, provide assistance to school staff (in person or on the phone) for all meal counting applications and software.
- Initiate corrective action or carry out instructions to resolve incidents. If needed, refer advanced or more technical issues to technical support personnel. Ensure incidents are resolved and services restored as quickly as possible.
- Train school staff with basic understanding of point of sale computer hardware use and maintenance. Support application development and ongoing technology needs.
- Provide assistance in balancing accounts, finding balancing errors and properly accounting for funds collected.
- Recognize and identify potential problem areas that may require software, hardware and/or procedural changes; provide input for software, hardware and/or procedural changes.
- Travel to various district sites to assist school staff and district computer technicians with problem solving and pick up or drop off Point of Sale equipment. Assist in planning and conducting applicable meal counting software training for school staff. Ensure students are charged correctly in each setting
- Provide feedback to District information systems computer and software technicians to assist in problem solving and evaluation for system improvements.
- Prepare and maintain a variety of logs, files, reports and necessitated historical records that maintain the overall effectiveness of the meal counting system.
- Order and maintain a variety of equipment and supplies supporting the meal counting system (i.e., student cards, POS's, cash drawers, key pads, printers, etc.)
- Provide office support to reduce administrative load for assigned supervisors and other Nutrition Services office staff.
- Attend applicable training classes to support system understanding and continued development.
- Must be able to provide their own transportation as the position requires travel using their own transportation to school and District sites.
- This position requires punctual and regular daily attendance at work location.

**NON-ESSENTIAL FUNCTIONS**

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

**QUALIFICATION REQUIREMENTS**

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

### **Minimum Job Qualifications:**

- Requires a High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires an Associate's Degree in business, or equivalent training PLUS a minimum of two (2) years previous related work experience with demonstrated competency in a variety of accounting, financial or data processing functions or an equivalent combination of education and experience.
- Requires knowledge of Federal and State Child Nutrition Program guidelines for correct meal counting procedures and application approval requirements.
- Requires ability to communicate both orally and in writing with clarity and precision (e.g. answering questions, preparing reports, etc.).
- Requires strong interpersonal skills including diplomacy, tact and social judgment. Incumbent will have contact with school administrators, employees, District office staff, patrons, parents and Federal or State program personnel.
- Requires ability to maintain appropriate confidentiality and establish a professional and friendly atmosphere.
- Requires demonstrated computer software skills (e.g. word processing, spreadsheets, and databases).
- Requires ability to prioritize own work schedule and respond to issues in a timely manner. Requires ability to organize and deliver formal and informal training for meal clerks.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Requires a valid Utah driver's license.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Must be able to provide their own transportation as the position requires travel using their own transportation to school and District sites.

**NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.**

### **Machines, Tools & Equipment Used:**

- Computer, calculator, point of sales including cash drawers and keypads.

### **Physical Requirements – Not limited to the following:**

- While performing the duties of this job, the assistant is regularly required to speak and/or hear. The assistant is frequently required to sit; occasionally required to stand; walk; reach with hands and arms and stoop, kneel, or crouch. The assistant is occasionally required to use hands to handle or feel.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

**NOTE:** *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*