TITLE: Child Nutrition Services Specialist
LOCATION: Administrative Service Center
REPORTS TO: Child Nutrition Manager
DEPARTMENT: Business and Support Services

SUMMARY STATEMENT:
The Child Nutrition Specialist is responsible for duties which require independent judgement and knowledge of guidelines, policies, and procedures associated with the district sponsored Federal Nutrition Programs having significant implications with District Food Services.

ESSENTIAL FUNCTIONS:
1. Process time sensitive free/reduced meal applications with highest possible accuracy.
2. Work closely with the public in person, by telephone, and written correspondence via email and letter.
3. Receive and efficiently handle continuous interruptions of phone calls, emails, and public visitors.
4. Stay current, comply, and communicate enforcement of complex USDA Nutrition programs and OSPI governance.
5. Strong ethical and secure handling of confidential child and family information as well as disclosure rules in accordance with the National School Lunch Act.
6. Main point of contact and overall customer support of nutrition services issues and inquiries for all internal district staff and student families, including, but not limited to food service account funds, free/reduced meal applications, and parent concerns.
7. Apply effective reasoning skills to know when to reasonably escalate communication.
8. Independently investigate and resolve food service payer account payments, adjustments, refunds, fines, returned checks, and negative balances.
9. Confront difficult situations tactfully and stay calm under pressure, including tempering parents and guardians who are upset about a situation or encounter through proper listening, fact gathering, communication, and follow through.
10. Maintain system data and record integrity for local, state, and federal agency compliance.
11. Weekly and monthly verification and reconciliation of food service cash receipts from all schools in the district.
12. Regularly coordinate, resolve, calm, and/or escalate communication of complex issues and situations regarding parent complaints and concerns and enforcement of policies and procedures with cafeteria and other building staff.
13. Perform school food service, student store, vending, and fund-raising audits for verification of compliance with federal nutrition regulations.
14. Train new building secretarial staff on nutrition services policies and procedures.
15. Build positive services minded relations with Parents/Guardians, School Secretaries, and Cafeteria Staff.
16. Travel from location to location to perform tasks.
17. Attentively comply with various State and Federal Nutrition Program due dates and manage priorities of workload accordingly.

OTHER RESPONSIBILITIES:
1. During peak months and as needed, must be willing to work more than 8 hours per day.
2. Perform other duties as assigned.

**PHYSICAL DEMANDS REQUIRED:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>Hearing</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Sitting</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Reaching (Up to 33%)</td>
<td>Acceptable Attendance</td>
</tr>
<tr>
<td>Pushing (Up to 33%)</td>
<td>Writing (66-100%)</td>
</tr>
<tr>
<td>Kneeling (Up to 33%)</td>
<td></td>
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<tr>
<td>Sitting</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Standing</td>
<td>(33-66%)</td>
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<tr>
<td>Walking (Up to 33%)</td>
<td>Bending (Up to 33%)</td>
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<tr>
<td>Reaching (Up to 33%)</td>
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<tr>
<td>Acceptable Attendance</td>
<td></td>
</tr>
<tr>
<td>Writing (66-100%)</td>
<td>Pulling (Up to 33%)</td>
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</tbody>
</table>

**MENTAL DEMANDS REQUIRED:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>Reading</td>
<td>(66-100%)</td>
</tr>
<tr>
<td>Verbal Communication</td>
<td>Reasoning (66-100%)</td>
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<tr>
<td>Detailed Work</td>
<td>Confidentiality (66-100%)</td>
</tr>
<tr>
<td>Multiple Concurrent Tasks</td>
<td>Problem Solving (66-100%)</td>
</tr>
<tr>
<td>Constant Interruptions</td>
<td>(66-100%)</td>
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<tr>
<td>Written Communication</td>
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<tr>
<td>Detailed Work</td>
<td>Confidentiality (66-100%)</td>
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<tr>
<td>Customer Contact</td>
<td></td>
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<tr>
<td>Multiple Concurrent Tasks</td>
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Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a disability will be considered in order for them to perform the essential functions of the job.

(66-100%) = Continuously  
(33-66%) = Frequently  
(Up to 33%) = Occasionally

**TOOLS AND EQUIPMENT NECESSARY:**

PC, 10-key calculator, telephone, scanner, printer, copy machines, and all other tools and equipment necessary to perform the essential functions as listed above.

**MINIMUM QUALIFICATIONS:**

(Testing may be required.)

1. Keyboarding - minimum 50 wpm.
2. Demonstrated ability to operate the calculator.
3. A minimum of two years in a related field, or equivalent training.
4. Experience with various Federal Nutrition programs in schools, including interpreting guidelines and matching procedures to meet rules and regulations of state and federal statutes preferred.
5. Knowledge of WESPaC, Skyward, and other OSPI applications preferred.
6. Demonstrated ability to perform on the computer, including heavy data entry, using a Windows environment and related Microsoft software applications. Solid foundation of Excel with independent ability to build useful reports.
7. Demonstrated ability to operate the office equipment listed in the tools and equipment area above.
8. Ability to understand complicated data flows throughout numerous systems.
9. Must be self-motivated with strong reasoning and problem solving skills, including ability to analyze and resolve issues independently.
10. Demonstrated ability to communicate effectively verbally and in writing, using proper grammar, spelling, and punctuation.
11. Demonstrated organizational skills and commitment to follow through.
12. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
13. Demonstrated ability to handle multiple priorities at one time with continuous interruptions in a positive and organized manner.
14. Demonstrated ability to problem-solve.
15. Demonstrated ability to communicate effectively.
16. Demonstrated ability to maintain confidentiality of sensitive information.
17. Demonstrated ability to establish and maintain positive relationships with others as part of a team.
18. Have a valid driver's license and vehicle for use each day.

**Variable** Days Per Year (Includes Holidays)  
**Variable** Hrs. Per Day