

Functional	Contributing	Journey	Advanced
<p>Knowledge— Technical: <i>Achieves a satisfactory level of technical skill or knowledge in a specific technical area(s) and keeps up with current developments and trends in areas of expertise. May be acquired through academic, apprenticeship, or on-the-job training or a combination of these.</i></p>	<p>N/A</p>	<p>Prepares several menu items simultaneously, including both hot and cold items. Follows specific instructions related to preparing foods for regular or modified diets/menus. Ensures adequate kitchen and food supplies, and equipment repair. Prepares, seasons, cooks and bakes the full range of foods which meet the standards of taste, temperature, appearance, texture and diet requirements. Seeks out knowledge of improved products or methods and passes that information to team</p>	<p>Assigns, monitors, trains and/or evaluates daily tasks of kitchen staff. Prepares and modifies menus and recipes according to volume and dietary needs, or special requirements. Researches recipes and prepares complex foods and yeast pastries.</p>
<p>Customer Service: <i>Knows the mission of the organization, and how own work activities impacts clients and the organization. Understands and responds to needs of a variety of clients. Knows role of clients in the work environment.</i></p>	<p>Listens and responds to customer needs promptly and respectfully.</p>	<p>Recognizes potential problems in service, and addresses and resolves promptly and respectfully.</p>	<p>Anticipates customer needs, and addresses and resolves promptly and respectfully. Represents the work area when needed to customers on matters of concern.</p>
<p>Communication: <i>Clearly and concisely conveys verbal, non-verbal (sign language, body language, gestures), or written</i></p>	<p>Recommends alternative solutions or takes actions to solve minor problems encountered in the work.</p>	<p>Facilitates communication among the work group in a manner that helps accomplish daily work goals. Serves as accessible point of contact with customers on comments and discussions about quality and timeliness of work group accomplishments and requested changes in process or outputs.</p>	<p>Leads by example in overcoming communication problems in the work area. Identifies ways to communicate well with each employee and each customer</p>

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<i>information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.</i>			
Planning and Organizing Work: <i>Develops plans to accomplish work operations and objectives; arranges and assigns work to use resources efficiently. At the advanced level, planning is of a strategic nature to develop plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.</i>	Assigns and monitors daily work, giving instructions to employees.	Plans daily or weekly work to meet established objectives. Assesses the needs of the unit and recommend minor changes in procedures, workflow and manpower assignments.	Plans work operations; establishes priorities, and sets deadlines over a short-range period, within established goals and objectives. Arranges and assigns work.
Budgeting: <i>Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.</i>	N/A	N/A	Operates within assigned budget. Recommends needed expenditures.

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<p><i>Training: Provides employees with knowledge, skills and abilities to accomplish work and offer career development opportunities.</i></p>	<p>Models work/job duties for employees.</p>	<p>Ensures on-the-job training. Encourages employees to learn improved skills and helps them overcome deficiencies through training</p>	<p>Develops training programs. Determines training needs and provides training to employees. Ensures employees have tools and knowledge to comply with standards.</p>
<p><i>Managing Work and Performance: Establishes work rules and acceptable levels of quality and quantity of work; reviews work and measures performance of others, and develops individuals' competencies.</i></p>	<p>Explains and applies work rules, standards and guidelines.</p>	<p>Ensures adherence to work standards and total quality standards. Recommends minor changes to work standards. Seeks input from others in making and implementing changes in work processes that help employees perform the job better and serve customer needs.</p>	<p>Provides management support to ensure adherence to work rules, standards and guidelines. Implements minor adjustments or changes to work rules, standards and guidelines.</p>
<p><i>Managing Work Processes: Measures and evaluates work processes, services and products to achieve organizational goals. Redesigns as needed using best methods and technology to meet or exceed business needs. Uses appropriate methods to identify opportunities, implement solutions, and measure impact.</i></p>	<p>Monitors work of staff, closely and ongoing, to assess and problem-solve.</p>	<p>Reviews work of staff upon completion to assess and problem solve.</p>	<p>Reviews accomplishments to ensure program missions and goals are being met. Makes final review for the most difficult, controversial or sensitive work in order to assess and problem solve.</p>

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<p>Human Resources Management: <i>Recruits, selects, develops, counsels, disciplines, and evaluates performance of employees to retain a diverse workforce; administers and ensures compliance with human resources policies and procedures.</i></p>	<p>Identifies problems and brings to attention of appropriate authority.</p>	<p>Approves routine leave requests. Resolves minor problems and complaints on an informal basis.</p>	<p>Assists in recruitment and selection process; ensures benefits information is shared; approves non-routine leave requests. Recommends resolution of disciplinary/grievance issues.</p>
<p>Interpersonal Skills: <i>Develops and maintains effective relationships with others in order to encourage and support communication and teamwork.</i></p>	<p>Communicates civilly and respectfully.</p>	<p>Motivates and encourages employees. Encourages customer feedback</p>	<p>Mediates. Acts as liaison to management.</p>
<p>Safety and Health Compliance: <i>Demonstrates an understanding of and maintains conditions that ensure a healthy and safe working environment</i></p>		<p>Uses food handling, storage and rotation techniques to avoid cross contamination and recognize critical control points. Inspects work products and assists in food service and kitchen clean up procedures.</p>	<p>Recommends procedural and purchasing changes to meet newer sanitation rules.</p>