

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. HUMRDEVED13N

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency DOC-CORRECTN CENTRAL OFFICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Correctional Facilities Administration (CFA)
4. Civil Service Position Code Description Human Resources Developer-E	10. Division Operations
5. Working Title (What the agency calls the position) Departmental Food Service Trainer	11. Section Food Service
6. Name and Position Code Description of Direct Supervisor RIGHTER, JOHN; STATE OFFICE ADMINISTRATOR	12. Unit Food Service Management & Support
7. Name and Position Code Description of Second Level Supervisor BUSH, JEREMY I; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work Jackson Regional Business Office / Monday - Friday / 8:00AM - 5:00PM

14. General Summary of Function/Purpose of Position

This position serves as a Human Resources Developer in the MDOC Southern Region operating within the Food Service Management Support Unit and provides strategic development, implementation, and continuous improvement of comprehensive training programs for all MDOC food service personnel. This position designs and delivers innovative, data-informed training solutions that align with departmental goals, regulatory standards, and operational best practices.

In collaboration with the MDOC Training Unit and facility leadership, this position leads the creation and modernization of training curricula, ensuring content remains current, accurate, and responsive to evolving needs. The incumbent independently facilitates monthly onboarding sessions at the Green Oaks Training Academy and oversees the delivery of follow-up and remedial training across regions to ensure consistent staff development and performance progression.

The position establishes and maintains strategic partnerships with internal stakeholders to assess training effectiveness, identify emerging needs, and implement targeted interventions. The position also provides consultative guidance to facility staff and coordinates the work of other trainers or support personnel involved in food service training delivery.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 30

In collaboration with the MDOC Training Unit, this position works in the MDOC Southern Region for the strategic implementation of the Food Service Training Program at the Green Oaks Training Academy. The position is responsible for the full lifecycle of training delivery, including the coordination, facilitation, and continuous enhancement of all food service training initiatives conducted at the academy. Training modalities include both instructor-led classroom sessions and immersive, hands-on instruction within operational food service environments. The position ensures that all training activities are aligned with departmental standards, adult learning principles, and operational readiness goals.

Individual tasks related to the duty:

- Designs and delivers comprehensive training programs on food service operations, ensuring consistent understanding and application of departmental procedures related to menu compliance, food safety, sanitation, food security, cost control, and regulatory standards.
- Leads the development and implementation of training curricula that align with operational goals, audit findings, and industry best practices, incorporating adult learning methodologies and performance-based outcomes.
- Coordinates, schedules, and facilitates all food service-related training activities in collaboration with facility leadership, the MDOC Training Unit, and other stakeholders to ensure seamless delivery and maximum participation.
- Monitors and analyzes training completion data using learning management systems and internal tracking tools; initiates corrective actions to address non-compliance and ensure timely completion of mandatory training.
- Compiles, interprets, and reports statistical data to evaluate training effectiveness, identify trends, and support data-driven decision-making for continuous improvement.
- Conducts monthly reviews of training records and provides detailed reports to management, highlighting completion rates, gaps, and emerging training needs.
- Collaborates with facility administrators to address training deficiencies identified through audits, inspections, or performance reviews, and develops targeted interventions to close knowledge or compliance gaps.
- Delivers training and technical guidance through multiple modalities, including in-person sessions, virtual platforms (e.g., Microsoft Teams), and on-site coaching, tailored to the needs of individual facilities or staff groups.
- Provides on-site training and mentorship to facility food service staff, reinforcing best practices and ensuring alignment with departmental expectations.
- Serves as a resource for food service training, offering consultative support to facility trainers and supervisors on curriculum content, instructional strategies, and compliance requirements.

Duty 2

General Summary:

Percentage: 25

Leads and contributes to the design, development, and continuous improvement of comprehensive training programs, operational processes, and procedural frameworks aimed at cultivating a highly skilled and compliant food service workforce. Independently reviews and analyzes training data to assess key performance indicators (KPIs), including completion rates, compliance metrics, and training effectiveness, ensuring data integrity and alignment with departmental standards.

Supports the development and statewide implementation of standardized training protocols and performance measurement systems. Identifies systemic gaps, operational inefficiencies, and opportunities for innovation to enhance program delivery and workforce readiness. Evaluates staff training records for adherence to established requirements and regulatory mandates, and collaborates with facility leadership to address deficiencies.

Compiles, interprets, and presents statistical reports and dashboards to inform leadership decisions, support audit readiness, and drive continuous quality improvement across all training initiatives.

Individual tasks related to the duty:

- Designs, develops, and implements comprehensive training programs and professional development activities for both new and existing food service staff, ensuring alignment with departmental goals, regulatory requirements, and operational best practices.
- Establishes and standardizes training processes and procedures to ensure consistent, high-quality delivery across all facilities, incorporating adult learning principles and performance-based outcomes.
- Conducts ongoing performance monitoring of facility food service staff training through structured on-site evaluations, coaching sessions, and post-training assessments to ensure knowledge retention and application.
- Generates and disseminates detailed training compliance reports to facility leadership and departmental stakeholders, highlighting completion rates, trends, and areas requiring intervention.
- Provides strategic updates to the State Administrator through regular briefings, presenting progress on training program development, implementation outcomes, and recommendations for continuous improvement.

- Engages in routine consultation with Wardens, Facility Business Managers, and Food Service Directors to address training concerns identified through audits, inspections, or performance reviews, and to collaboratively develop corrective action plans.
- Leads collaborative needs assessments with facility staff to identify training gaps, prioritize topics, and coordinate the scheduling and delivery of targeted training sessions.
- Monitors key training dashboards and analytics to proactively identify trends, risks, and opportunities, and develops data-driven strategies to enhance training effectiveness and workforce readiness.
- Serves as a liaison between the MDOC Food Service Management and Support Unit and facility-level staff, ensuring alignment of training initiatives with operational needs and staff development goals.
- Oversees onboarding logistics by monitoring staffing reports and ensuring timely enrollment of all new hires into the New Employee School Food Service Training program, coordinating with facility and academy staff as needed.
- Contributes to the development of statewide training policy by identifying systemic issues, recommending policy enhancements, and participating in cross-functional workgroups focused on training innovation and compliance.

Duty 3

General Summary:

Percentage: 25

Conducts routine follow ups/evaluations of food service staff to ensure taught training is being utilized while performing job duties. Ensure that staff trainings are maintained, completed and up to date. Monitor data to evaluate and identify potential opportunities for improvement. Leads/assist with the development and implementation of all training program changes.

Individual tasks related to the duty:

- Conduct statewide training meetings with all MDOC Food Service Directors and assigned Mentors.
- Evaluate food service training programs to ensure potential efficiencies or opportunities are achieved.
- Collaborate with Food Service Management & Support Unit staff and supervisors regarding training issues within our program or at the facility level so they can be properly handled/corrected.
- Collaborate with Food Service Management & Support Unit staff, and MDOC Training Department staff to identify and resolve issues with food service training programs.
- Review food service operations to ensure that all staff have received the required training and are performing within acceptable expectations.
- Work with facilities to address training issues identified through any outside agency review, audit or inspections.

Duty 4

General Summary:

Percentage: 20

Participates in the recruitment and selection of food service personnel and/or other assigned facility support.

Individual tasks related to the duty:

- Participate in recruitment activities of food service personnel.
- As required, participate in the selection of food service personnel.
- Provides other support as assigned by Program Director.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

The Food Service Trainer will make decisions regarding approved procedures for food service training. Where areas of concern are identified the Trainer will notify and try to resolve the issues with the Administrative Managers and State Administrative Manager.

17. Describe the types of decisions that require the supervisor's review.

The Food Service Trainer will seek supervisory approval when they are uncertain of the needed course of action or when performance issues cannot be resolved on-site or when issues are so severe that long term action to obtain resolution is required.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

This position will require travel to include overnight stays with regular visits to training locations including inside the secure perimeter of MDOC correctional facilities and in the presence of prisoners. The position will involve significant hours spent corresponding with staff and working on spreadsheets and databases as well as a significant amount of standing and walking to and from buildings with inclement weather as a possibility.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

N Complete and sign service ratings.
N Provide formal written counseling.
N Approve leave requests.
N Approve time and attendance.
N Orally reprimand.

N Assign work.
N Approve work.
N Review work.
N Provide guidance on work methods.
N Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

This position serves as a Human Resources Developer in the MDOC Southern Region operating within the Food Service Management Support Unit and provides strategic development, implementation, and continuous improvement of comprehensive training programs for all MDOC food service personnel. This position designs and delivers innovative, data-informed training solutions that align with departmental goals, regulatory standards, and operational best practices. In collaboration with the MDOC Training Unit and facility leadership, this position leads the creation and modernization of training curricula, ensuring content remains current, accurate, and responsive to evolving needs. The incumbent independently facilitates monthly onboarding sessions at the Green Oaks Training Academy and oversees the delivery of follow-up and remedial training across regions to ensure consistent staff development and performance progression. The position establishes and maintains strategic partnerships with internal stakeholders to assess training effectiveness, identify emerging needs, and implement targeted interventions. The position also provides consultative guidance to facility staff and coordinates the work of other trainers or support personnel involved in food service training delivery.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New establishment

25. What is the function of the work area and how does this position fit into that function?

This position is a Training Position ensuring that all food service staff are provided with adequate training covering related policies, procedures and processes applicable to maintaining effective, efficient and safe operations at all facilities. This position is responsible for the collection and initial review of all training data to ensure that key performance metrics are achieved. This position will train all new food service staff at Green Oaks or other designated areas as well as existing staff through onsite facility visits and/or TEAMS training sessions.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Human Resources Developer 9

No specific type or amount is required.

Human Resources Developer 10

One year of professional experience in planning, developing, conducting, or evaluating staff development, training, or other programs equivalent to a Human Resources Developer.

Human Resources Developer P11

Two years of professional experience in planning, developing, conducting, or evaluating staff development, training, or other programs equivalent to a Human Resources Developer, including one year equivalent to a Human Resources Developer 10.

Alternate Education and Experience

Human Resources Developer 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Must have a thorough understanding of the Michigan Department of Public Health Food Safety Code/HAACP, MDOC policies and procedures related to food services. Must have a strong knowledge and understanding of high-volume food service operations. Must have excellent communication skills (both written and oral). Must possess the ability to develop/build training programs/modules using computerized/electronic applications. Must be able to work independently while achieving all work requirements. Must be able to travel and occasionally stay overnights at hotels.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

ServSafe certification or equivalent is required within six months of hire date.
Valid Driver's License.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

KATLYN SAYLOR

2/23/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date