



## POSITION DESCRIPTION

Department:	ASCI/DSCI
Classification Title:	Instructional Support Technician II
Working Title:	Creamery Technician
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

### Position Summary

The Bachelor of Science degree in Dairy Science prepares students for many careers. Cal Poly's Dairy Science Program is one of the five largest and most dynamic dairy science programs in the U.S. The program is supported by extensive dairy production and dairy product processing facilities. The program serves an average enrollment of 150 undergraduate and 30 graduate students, consisting of 8 full-time faculty and lecturers, several part-time lecturers, and 5 staff members. The program is focused on the sustainable production and management of dairy animals, and applied research and commercial production of dairy food products. This position plays a major role in supporting the teaching, research, and dairy foods processing portions of the program, and is responsible for managing the creamery, pilot plant, and research facilities located at the Leprino Foods Dairy Innovation Institute. This position is also responsible for the commercial production at the processing facility. The creamery and pilot plant are highly regulated and require extensive record keeping and oversight.

Under the general supervision of the Animal Science Department Head, the Creamery Technician is responsible for coordinating all production activities at the Cal Poly Creamery, and ensuring the facility is operating in manner that supports the instructional, research, and production priorities of the program.

Responsibilities include supporting faculty and student enterprises and research projects, maintaining safety records and testing in compliance with FSMA regulations, coordinating food safety program, coordinating inventory and supplies, coordinating repairs, preventative maintenance, and installation of equipment, and ensuring safety and emergency procedures are followed.

### Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

#### **Essential Job Functions**

- |  | <b>Daily</b> | <b>90%</b> |
|--|--------------|------------|
| 1. Coordinate all production activities at the Cal Poly Creamery, and ensure the facility is operating in a manner that supports the instructional, research, and production priorities of the program.  |              |            |
| 2. Support and assist faculty and student enterprises and research projects. Serve as technical advisor to faculty and students in assessing the feasibility of proposed projects; assist in the protocol for food production in research projects, and classes to ensure compliances with requirements of regulatory agencies, ASCI, and CAFES. |              |            |
| 3. Maintain safety records and testing in compliance with FSMA regulations. Ensure activities are compliant with FSMA regulations and all other applicable state and federal laws and regulations related to milk quality and food safety standards.   |              |            |

4. Coordinate the program for continued food safety and assure high-quality standards are maintained. Continue the development and coordination of the food safety program.
5. Work with CDFA and FDA in programs for Agriculture and food safety awareness. Work with Cal-OSHA and campus EHS in programs for workplace safety.
6. Coordinate the inventory of product and supplies and ensure inventory needs and other food safety related issues are addressed.
7. Coordinate facility usage, repair of facility, construction, and renovation of facilities. Coordinate repairs, preventative maintenance, and installations of all equipment.
8. Coordinate with EHS regarding facility and equipment inspection and correction for safety and health issues.
9. Hire, train, and oversee interns and student assistants working in commercial production.
10. Ensure standard operating procedures are followed for all equipment, safety, and processes.
11. Ensure emergency procedures are followed including recalling product and food safety incident management as determined by Department Head and/or faculty project coordinator.
12. Maintain budget and detailed production and fiscal records utilizing multiple software platforms. Analyze results and prepare summary statistics and reports.
13. Coordinate the maintenance of computers and network system.
14. Coordinate with regulatory inspectors to maintain commercial processing status.

**Related Job Functions**

**As Needed**

**10%**

1. Perform other job-related duties and special projects as assigned.
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions

**Required Education, Experience, and Credentials**

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Education and Experience:

Three years experience providing instructional support services in a related discipline, acting as a student assistant, or in producing materials or supplies related to the discipline. (two years of college with 16 semester units in courses in the related specialty area discipline may be substituted for one year of required experience OR four years of college with 16 semester units in courses in the related specialty area discipline may be substituted for two years of required experience.)

Licenses, Certificates, Credentials:

- Possession of valid driver's license or must obtain by date of hire.
- Possession of Pasteurization certification or must obtain within 6 months of date of hire.
- Possession of First Aid and CPR certification or must obtain within 6 months of date of hire.
- Possession of valid California Class A driver's license within 6 months of date of hire.

**Required Skills, Knowledge, and Abilities**

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1. Working knowledge of food safety programs and creamery operations.
2. Knowledge of, and the ability to, achieve compliance with current FSMA regulations as they relate to facility sanitation, operation, and maintenance.
3. Ability to train personnel on safe, sanitary, and efficient operation of dairy processing equipment.
4. General knowledge of inventory management and budgeting strategies.
5. Knowledge of or ability to quickly learn federal, state, and university safety policies and regulations.
6. Knowledge of manufacturing automation systems. Ability to learn food production software.
7. Demonstrated sound judgment, discretion, tact, and a willingness to take initiative.

8. Demonstrated high standards of ethical conduct, confidentiality and professionalism in dealing with sensitive matters.
9. Ability to coordinate and prioritize multiple tasks, set deadlines, and complete projects in a timely manner.
10. Ability to express ideas and concepts in one-on-one or small group situations. Excellent oral and written communication skills. Strong organization and people skills.
11. Thorough knowledge of English grammar, spelling, and punctuation.
12. Ability to interpret, communicate and apply policies and procedures.
13. Ability to develop operation procedures and summaries.
14. Ability to develop and maintain good working relationships with students, administrators, managers, the campus community and the general public. Ability to interact with students and the public in a professional manner.
15. Ability to adjust and perform simple repairs of technical and scientific equipment.
16. Knowledge of basic accounting and budgeting principles and ability to perform simple arithmetic calculations.
17. Ability to use a computer, including spreadsheet and word processing software. Ability to troubleshoot and repair minor computer and network issues. Ability to maintain production records, budgets and financial records.
18. Ability to analyze information and data from a variety of sources, present information and recommend solutions.
19. Ability to use tact and diplomacy to effectively handle a broad range of high-level and sensitive interpersonal situations involving diverse personalities, and to respond appropriately to conflicts and problems.

### Preferred Skills and Experience

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- At least two years of experience in food safety programs and creamery operations.
- Experience in creamery production management strategies.
- Experience with food production software.
- Experience in food production research projects and/or university experience.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

### Special Conditions

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- Must be able to work within confined spaces for extended periods of time.
- Must be able to lift and/or move heavy objects, often weighing between 50-75 pounds or more.
- Must be able to operate a large variety of dairy food processing equipment.
- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

**INCUMBENT:** I have read this position description and understand its contents.

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INCUMBENT NAME

SIGNATURE

DATE

**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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NAME SIGNATURE DATE

**DEPT HEAD/DIRECTOR:** I certify that all statements on this form are complete and accurate.

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NAME SIGNATURE DATE

**DEAN:** I certify that all statements on this form are complete and accurate.

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NAME SIGNATURE DATE

**HUMAN RESOURCES USE ONLY**

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: _____
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: _____
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: _____
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: _____
<input type="checkbox"/> COI Position		Classifier Initials: _____
Recruitment Number: _____		Date: _____