**M8: Level Standards**

**GENERAL ROLE**

This level is accountable for managing multiple offices, to include supervisors, their subordinate staff and the services central to their department

Incumbents:

* Determine how to achieve the directives set by the department's strategy and top division’s leadership
* Establish measures and set goals as a means to fulfill the department's long-term plans
* Develop new systems, new products/offerings, new methods or approaches, and new operating procedures to position the department for future stability and growth

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under administrative review of a management exempt leader
* Incumbents are subject to supervisory controls through occasional contacts and reviews

*🡪 Context of Decisions*

* Incumbent is called upon to respond to new situations and circumstances that require sensitive and special attention
* Exercise discretionary authority on matters of financial significance to the department

*🡪 Job Controls*

* Incumbents implement departmental strategy by developing the necessary plans and actions
* Incumbents exercise control over broad plans and policies of the organization

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Regular challenges that arise have substantial implications to services and processes

*🡪 Course of Resolution*

* Determine how to get the department from "here" to "there," creatively using only the mission and goals of the division as a guide
* Fulfill objectives that are established in concert with division leadership

*🡪 Measure of Creativity*

* Develop innovative solutions for difficult, complex, and systemic problems that may have precedent-setting implications for the division

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly have a measurable effect on a department function of the division
* Evaluative measures generally concern fiscal practices and standing, constituent satisfaction, student/employee experiences, productivity, etc.

**Job Template**

**GENERAL SUMMARY**

Responsible for the management of the Residential Dining Program. Ensures the culinary standards of the department are met and is responsible for overseeing and directing all culinary, nutrition, and technical services that relate to food technology, food science, and food preparation/presentation for all culinary operations within the Department of Dining Services. Critical elements of this position include quality and cost of food, development of staff, and health and safety of the department.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the administrative review of the Executive Director. Supervises professional and non-professional staff, as well as business and/or administrative operations of a large-sized Residential Dining Program.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Accountable for maintaining an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
* Communicates and manages dining hall assignments based on departmental goals and expectations.
* Identifies areas for improvement in services, cost effectiveness, physical facilities, and other areas of operation to meet changing needs and priorities; develops methods for improvement and implements them.
* Implements and evaluates Dining Services meal plans, policies, and procedures as established by the Executive Director and makes recommendations for improvements.
* Manages staff responsible for supervising the work of personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Manages staff involved in developing menus and recipes for daily operations of dining halls, including special diets for students with dietary restrictions and allergies.
* Ensures proper maintenance, repair, and safe operating condition of equipment. Troubleshoots problems, performs minor repairs, and arranges for major repairs.
* Accountable for the Residential Dining Program budget and maintains financial records.
* Approves food/beverages and supply and researches alternatives to be contemporary and cost effectiveness.
* Maintains appropriate records, including financial and student personnel records. Prepares information and/or reports as required.
* Sets protocols for hiring and training Dining Hall staff; reviews selections for new hires as necessary.
* Ensures procedures are in place to track staff compliance with departmental certification standards.
* Develops and implements strategies and participates in promoting Dining Services program(s) and seeks to achieve high level of acceptance by students and staff.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Nine or more years of related experience. Two years must be managing multiple units.

OR

* Master’s degree in a related field.
* Seven or more years of related experience. Two years must be managing multiple units.
* ServeSafe Certification

**COMPETENCIES**

**Knowledge of:**

* Proper cleaning and sanitation techniques
* Principles and practices of employee supervision
* Food ordering and inventory control
* Menu planning, quantity food preparation, merchandising, and service
* Food service equipment and maintenance
* Accounting principles
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Public relations
* Hospitality and culinary management
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Monitor and maintain food service facility and equipment
* Evaluate financial data and identify strategies to make changes that have a positive impact on operational budgets
* Communicate effectively through both oral and written means, including public speaking events
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Create charts or spreadsheets for work related projects
* Maintain accurate financial and service records
* Plan and organize special programs and projects
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management