**M6: Level Standards**

**GENERAL ROLE**

This level is accountable for providing supervision of a small to moderate sized office or department charged with providing a variety of cross-disciplinary services. Incumbents should generally have oversight of professional and non-professional staff, as well as business and/or administrative operations. These positions do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of services delivered by subordinate staff
* Ensures policies and procedures are followed and functions are carried out efficiently and correctly
* Accountable for setting goals and objectives for staff members to achieve operational objectives and service standards
* Distribute work and monitor workload among staff
* Evaluate and monitor the accuracy, quality, quantity, and timeliness of services and activities
* May develop/enhance processes and procedures to improve efficiency or effectiveness of services, as a means to fulfill departmental or office initiatives

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under direction
* Seeks supervisory approvals when significant changes to process steps are considered and additional resources for task completion are required

*🡪 Context of Decisions*

* Decisions are driven by departmental policy and procedures
* Incumbents understand the smallest details of a circumscribed area

*🡪 Job Controls*

* Freedom to plan and carry out all phases of work assignments, which include the oversight of staff
* Given the latitude to make daily operational decisions

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues are readily identified but cannot be understood and fixed in simple cause-effect terms
* Variables affecting the problem are generally known

*🡪 Course of Resolution*

* Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommend, develop, and implement capital and process improvements to the area

*🡪 Measure of Creativity*

* Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

**SCOPE AND MEASURABLE EFFECT**

* Incumbents serve as a supervisor of a moderate sized department or office charged with carrying out cross-disciplinary tasks or functions
* Actions regularly affect a department or an office centric outcome with departmental impact
* Incumbents’ actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services
* Incumbents’ actions may have high compliance or safety implications
* Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Responsible for the oversight of the Residential Dining Hall(s). Complies with the culinary standards of the department and is responsible for overseeing and directing culinary, nutrition, and technical services that relate to food technology, food science, and food preparation/presentation for an assigned dining operation(s).

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of the Associate Dining Services Director. Supervises professional and non-professional staff, as well as business and/or administrative operations of a moderate sized dining operation.

**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.*

* Supervises the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Maintains an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
* Identifies areas for improvement in services, cost effectiveness, physical facilities, and other areas of operation to meet changing needs and priorities.
* Works in conjunction with leadership to promote Dining Services program(s) and seeks to achieve high level of acceptance by students and staff.
* Implements and evaluates Dining Services meal plans, policies, and procedures as established by leadership and makes recommendations for improvements.
* Ensures proper maintenance, repair, and safe operating condition of equipment. Troubleshoots problems, performs minor repairs, and arranges for major repairs.
* Monitors a dining operation’s budget and maintains financial records.
* Monitors the ordering of food/beverages and supplies and is responsible for the safe and sanitary receipt of such supplies and food.
* Maintains appropriate records, including financial and student personnel records. Prepares information and/or reports as required.
* Evaluates Dining Services policies and procedures and makes/recommends changes.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Seven or more years of related experience. One year must be serving as a supervisor over a small unit.

OR

* Master’s degree in a related field.
* Five or more years of related experience. One year must be serving as a supervisor over a small unit.
* 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
* Basic accounting principles
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Public relations
* 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