**Job Template**

**GENERAL SUMMARY**

Supervises and leads daily operations in an assigned dining area, overseeing staff management, menu service, inventory ordering, cooking, and cleaning. Ensures compliance with safety and sanitation standards and maintains the department’s standards of customer service.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a supervisor or manager. Supervises and manages a team of staff, including positions such as production chef, chefs, chef assistants, food production clerk, inventory control aid, students, and other employees as assigned.

**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.*

* Serves as a “floor manager” supervising both front and back of the house operations.
* Directly supervises production and maintenance operations in assigned dining hall(s) or other food production area(s).
* Assists in operating and maintaining an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
* Leads the work of assigned personnel, managing tasks such as creating work schedules, prioritizing tasks, providing continuous training and guidance, and delivering feedback on employee performance evaluations for UNITE, students, and any other assigned staff.
* Oversees computerized food waste tracking system; trains staff in its usage.
* Conducts training programs for Dining Service employees. Participates in evaluating training needs.
* Participates in planning menus and providing nutrition education for students. Develops and updates product specifications.
* Develops and maintains good customer relations; follows through to ensure complaints are resolved promptly.
* Assists in ordering 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.
* Identifies areas for improvement in services, cost effectiveness, physical facilities, and other areas of operation to meet changing needs and priorities.
* Assists in promoting Dining Services program(s); enforces DDS policies, and attends meetings as required.
* Performs related work.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Four years of related experience
* Experience supervising food service staff.
* ServSafe Certification or ability to obtain ServSafe Certification within 12 months of start date.

**COMPETENCIES**

**Knowledge of:**

* Proper cleaning and sanitation techniques
* Food ordering and inventory control
* Menu planning, quantity food preparation, and service
* Food service equipment and maintenance
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Monitor and maintain food service facility and equipment
* Communicate effectively through both oral and written means
* 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
* 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