

## Job Template: Food Production Assistant Manager

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Dining Services
<b>Job Path</b>	Dining Services Coordination/Management
<b>Job Title</b>	<b>Food Production Assistant Manager</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L60000</b>

### **P3: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance
- Alter the order in which work or a procedure is performed
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice
- May specifically supervise several student employees

#### **DECISION MAKING**

→ *Supervision Received*

- Works under limited supervision

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes
- Serves as the advanced resource to whom more junior employees go to for technical guidance

#### **COMPLEXITY AND PROBLEM SOLVING**

## Job Template: Food Production Assistant Manager

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<b>Job Title</b>	<b>Food Production Assistant Manager</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L60000</b>

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations
- Issues are regularly varied
- Problems tend to be technical or programmatic in nature

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds
- Most of the obstacles, issues or concerns encountered require considering alternative practice or policy interpretation

### COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others

### SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards
- Incumbents have an indirect impact on a larger action or process; such as serving as a single component in an approval process, where the process is “owned” by a different work unit
- May be designated to guide or organize the work of several student employees within the unit

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<b>Job Title</b>	<b>Food Production Assistant Manager</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L60000</b>

### Job Template

#### GENERAL SUMMARY

Oversees menu service, inventory ordering, cooking, and cleaning. Ensures safe and sanitary conditions and maintains the department's standards of customer service.

#### REPORTING RELATIONSHIPS AND TEAMWORK

Works under the limited supervision of a supervisor or manager. Serves as lead worker to employees who perform similar functions.

#### 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.*

- 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.
- Supervises production and maintenance operations in assigned food production area(s).
- May lead the work of assigned personnel, including creating work schedules, prioritizing tasks, and providing guidance.
- Oversees computerized food waste tracking system; trains staff in its usage.
- Conducts training programs for employees. Participates in evaluating training needs.
- Participates in planning menus and providing nutrition education for students. Develops and updates product specifications.
- 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.
- Performs related work as required.

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<b>FLSA Status: E</b>	<b>Job Code: L60000</b>

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in related field.
- Three years of related experience.
- ServeSafe Certification

### **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

## Job Template: Dining Services Area Assistant Manager

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Dining Services
<b>Job Path</b>	Dining Services Coordination/Management
<b>Job Title</b>	<b>Dining Services Area Assistant Manager</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L60005</b>

### 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.

## **Job Template: Dining Services Area Assistant Manager**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Dining Services
<b>Job Path</b>	Dining Services Coordination/Management
<b>Job Title</b>	<b>Dining Services Area Assistant Manager</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L60005</b>

- 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

## **Job Template: Dining Services Area Assistant Manager**

<b>Occupational Group</b>	Student Programs/Services
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<b>Job Path</b>	Dining Services Coordination/Management
<b>Job Title</b>	<b>Dining Services Area Assistant Manager</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L60005</b>

- 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

## Job Template: Dining Services Manager 1

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 1</b>						
<b>Job Code</b>	L60001	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	5

### **M5: Level Standards**

#### **GENERAL ROLE**

This level is the first full level of supervision. Incumbents may initiate and communicate a variety of staffing actions (i.e. performance review and scheduling). These positions generally supervise a small number of staff.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, interpreting and ensuring consistent application of organizational policies.

Incumbents:

- Alter the order in which work or a procedure is performed.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
- Distributes work and monitors workload among staff.

#### **DECISION MAKING**

→ *Supervision Received*

- 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 office/departmental policy and procedures

→ *Job Controls*

- Free 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*

- Problems arise from normal departmental operations



## Job Template: Dining Services Manager 1

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 1</b>						
<b>Job Code</b>	L60001	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	5

→ *Course of Resolution*

- Identifies issues and gathers facts
- Must understand the smallest details of a circumscribed area

→ *Measure of Creativity*

- Problems can be resolved within provided guidelines

### COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views

### SCOPE AND MEASURABLE EFFECT

Incumbents:

- Supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.

OR

- Supervise a larger process-oriented area whose members perform like activities.
  - Actions regularly affect a department or a project outcome with office/programmatic impact
  - Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services
  - Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

## Job Template: Dining Services Manager 1

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 1</b>						
<b>Job Code</b>	L60001	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	5

### Job Template

#### GENERAL SUMMARY

Provides effective management of one or more units in the University Dining Services operation, as part of the Dining Services management team. Responsible and accountable for all aspects of assigned dining operations, including ensuring building maintenance/use and service operation.

#### REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a manager. Supervises the day-to-day operations of assigned employees.

#### 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, creating work schedules, providing guidance, and conducting performance evaluations in a University Dining Services operation, to include retail and catering services.
- Maintains an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
- Plans retail menu based on nutrition standards, knowledge of customer acceptance, and customer dietary restrictions/food allergies.
- Ensures proper maintenance, repair, and safe operating condition of equipment. Troubleshoots problems, performs minor repairs, and arranges for major repairs.
- Controls costs within assigned unit(s) in keeping with approved budget.
- Orders food/beverages and supplies and is responsible for the safe and sanitary receipt of such supplies and food.
- Evaluates Dining Services policies and procedures and makes/recommends changes.
- Conducts annual physical inventory for assigned retail or catering unit.
- Tracks and reconciles daily financial transactions and maintaining financial records.
- Maintains appropriate student personnel records. Prepares information and/or reports as required.

## Job Template: Dining Services Manager 1

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 1</b>						
<b>Job Code</b>	L60001	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	5

- Assists in identifying areas for improvement in services, cost effectiveness, physical facilities, student acceptance, and other areas of operation to meet changing needs and priorities.
- Seeks ways to promote Dining Services program(s).
- Performs related work as required.

### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Five years of related experience.
- 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, 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
- 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

## Job Template: Dining Services Manager 1

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 1</b>						
<b>Job Code</b>	L60001	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	5

- 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

## Job Template: Dining Services Manager 2

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 2</b>						
<b>Job Code</b>	L60002	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	6

### **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 Received*

- 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

## Job Template: Dining Services Manager 2

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 2</b>						
<b>Job Code</b>	L60002	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	6

### **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: Dining Services Manager 2

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 2</b>						
<b>Job Code</b>	L60002	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	6

### 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.

## Job Template: Dining Services Manager 2

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 2</b>						
<b>Job Code</b>	L60002	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	6

- 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



## Job Template: Dining Services Manager 2

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 2</b>						
<b>Job Code</b>	L60002	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	6

- 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

## Job Template: Dining Services Manager 3

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 3</b>						
<b>Job Code</b>	L60003	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	7

### **M7: Level Standards**

#### **GENERAL ROLE**

This level is accountable for providing a combination of supervision/management of a moderate to notably sized department charged with providing a variety of cross-disciplinary services. Incumbents should 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 service delivered by subordinate staff
- Research and apply better ways to effectively achieve end results by, for example, arranging/re-arranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed
- Set staff objectives, immediate and/or long term, as a means to fulfill departmental or division initiatives
- Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
- At a department level, may determine how to achieve directives set by directors

#### **DECISION MAKING**

→ *Supervision Received*

- Works under general direction
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence

→ *Context of Decisions*

- Work is focused on and regulated by specific division goals and milestones

→ *Job Controls*

- Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives
- Subject to supervisory controls through conferences, review of reports, and occasional departmental visits

## Job Template: Dining Services Manager 3

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 3</b>						
<b>Job Code</b>	L60003	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	7

- Supervisory controls are exercised on the incumbent for matters of policy development and coordination, intermediate and long range planning, budgetary and human resources based matters

### **COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*

- Problems are unique and unexpected
- Challenges for problems arise due to lack of precedent or policy at a division or University level

→ *Course of Resolution*

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches
- Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division

→ *Measure of Creativity*

- Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy

### **COMMUNICATION EXPECTATIONS**

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, Departmental and University administrators, and the campus community as a whole

### **SCOPE AND MEASURABLE EFFECT**

- Incumbents serve as an expert on specific subject matter evidenced by regularly Incumbents manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
- Actions regularly affect a department or a project outcome with division wide impact.

## Job Template: Dining Services Manager 3

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 3</b>						
<b>Job Code</b>	L60003	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	7

- Incumbents' actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
- Incumbents' actions may have high risk financial, compliance, political or safety implications.
- Performance results tend to related to efficiency, degree of waster/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

## Job Template: Dining Services Manager 3

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 3</b>						
<b>Job Code</b>	L60003	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	7

### Job Template

#### GENERAL SUMMARY

Responsible for the oversight of a University Dining Services operation(s). Complies with the culinary standards of the department and is responsible for overseeing food preparation/presentation, staffing, sanitary conditions, business transactions, accounts, and contracts, and retail marketability for an assigned dining operation(s).

#### REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of the Executive Director. Supervises professional and non-professional staff, as well as business and/or administrative operations.

#### 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.*

- Manages University Dining Services operation(s), to include retail and catering services.
- Supervises the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
- Sets protocols for hiring and training Dining Services operation(s) staff; reviews selections for new hires as necessary.
- Keeps abreast of parent corporation or vendor standards to ensure service expectations are met by staff.
- Maintains an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
- Develops strategies and participates in promoting assigned Dining Services program(s).
- Evaluates Dining Services policies and procedures and makes/recommends changes.
- Oversees a retail operation's budget, tracking and reconciling daily transactions and maintaining financial records.
- Oversees the ordering food/beverages and supplies and is responsible for the safe and sanitary receipt of such supplies and food.
- Ensures proper maintenance, repair, and safe operating condition of equipment. Troubleshoots problems, performs minor repairs, and arranges for major repairs.

## Job Template: Dining Services Manager 3

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 3</b>						
<b>Job Code</b>	L60003	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	7

- Maintains appropriate records, including financial and student personnel records. Prepares information and/or reports as required.
- Ensures procedures are in place to track staff compliance with departmental certification standards.
- Identifies areas for improvement in services, cost effectiveness, physical facilities, and other areas of operation to meet changing needs and priorities.
- Performs related work as required.

### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
  - Eight or more years of related experience. One year must be serving as a supervisor over moderate sized unit.
- OR
- Master's degree in a related field.
  - Six or more years of related experience. One year must be serving as a supervisor over moderate sized 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
- Accounting principles
- Microsoft Office and related software applications

#### Skill in:

- Planning and organization
- Public relations
- Hospitality and culinary management

## Job Template: Dining Services Manager 3

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Dining Services Manager 3</b>						
<b>Job Code</b>	L60003	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	7

- 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

## Job Template: Associate Dining Services Director

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Associate Dining Services Director</b>						
<b>Job Code</b>	L60004	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	8

### **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 Received*

- 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



## Job Template: Associate Dining Services Director

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Associate Dining Services Director</b>						
<b>Job Code</b>	L60004	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	8

- 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: Associate Dining Services Director

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Associate Dining Services Director</b>						
<b>Job Code</b>	L60004	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	8

### 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.

## Job Template: Associate Dining Services Director

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Associate Dining Services Director</b>						
<b>Job Code</b>	L60004	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	8

- 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

## Job Template: Associate Dining Services Director

<b>Occupational Group</b>	Student Programs/Services						
<b>Job Family</b>	Dining Services						
<b>Job Path</b>	Dining Services Coordination/Management						
<b>Job Title</b>	<b>Associate Dining Services Director</b>						
<b>Job Code</b>	L60004	<b>FLSA Status</b>	E	<b>Job Category</b>	M	<b>Job Level</b>	8

**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