**Title Details**

|  |  |
| --- | --- |
| Employee Type | AP-Administrative Professional |
| University Title | Food Service Associate Manager |
| Title Code | 1246 |
| Function General Scope | Positions assigned to this class have substantial responsibility for directing or controlling program operations and are accountable for the allocation of resources and program results. Responsibilities include working under the general supervision of a Food Service Manager or administrative equivalent and are responsible for supervising a dining service operation or managing a central production facility. Assisting in developing and maintaining operating policies and procedures; preparing and administering budgets, monitoring expenses, ensuring equipment maintenance, and maintaining inventories; and managing personnel, directing and assisting in the production and delivery of food services such as catering. Managing operations and personnel in a central production facility, ensuring quality control and efficient production of bakery, salad, deli, new products and deliveries as well as a satellite unit delivery system. |

**Job Duties and Responsibilities**

|  |  |
| --- | --- |
| Summary of Duties | Under the administrative direction of the SUERVISORY POSITION of the DINING LOCATION ensures clean, efficient, friendly and courteous service. Responsible for providing direct supervision to employees, to include hiring, scheduling, training, evaluating and disciplining employees. Responsible for maintenance, and troubleshooting the integrated cash register system. Contributes to a positive, productive, and harmonious work environment. |
| Job Function, % Time, Essential | 40%, Service Areas Supervision and Operations Monitoring, Essential |
| Duties Performed | Supervise and monitor all employees and operations in the service areas.  Hire, schedule, train, and discipline employees, participate in employee evaluations.  Provide in-service training, hazard and safety training and department orientation to all employees.  Instruct and monitor service employees in proper food serving and storage temperatures, portion control, proper sanitation, and record keeping to ensure compliance with Occupational Safety & Health Act, local health and safety codes, departmental and university policies and procedures.  Monitor prepared food products and service area for appearance, quality, portion control, and corrects problems or notifies the POSITION(S) of problems.  Enforce department policies and procedures in all areas. |
| Job Function, % Time, Essential | 15%, Cash Register Procedures and Controls, Essential |
| Duties Performed | Monitor and maintain security and auditing controls with all types of card transactions and cash transactions throughout all operations.  Train and monitor all cashiers in proper use of cash registers, all types of card transactions, cash handling procedures, and cashier policies.  Maintain and enforce card and cash auditing controls as established by Housing and Dining Financial Services. Communicate appropriately any problems with registers and pricing discrepancies.  Report any problems or discrepancies to SUPERVISORY POSITION. |
| Job Function, % Time, Essential | 15%, Guest Relations, Essential |
| Duties Performed | Establish positive guest relations in order to meet guest needs. Including; attending meetings on a regular basis and remaining responsive to needs., evaluating information and requests from student and committees and implement recommendations/changes.  Provide for guest satisfaction by actively soliciting guest feedback during meals concerning products, policy, service, and attitude in Dining Services. including conduct yearly student guest surveys and reports the results to the Director of Dining. |
| Job Function, % Time, Essential | 15%, Products, Procedures & Production, Essential |
| Duties Performed | Promote and provide free exchange and standardization of products, procedures, and production through production staff.  Consult with the POSITION and the food production staff on proper handling, storage and preparation techniques, on correct paperwork and computer usage, and on proper production rotation and inventory control.  Inspect prepared and prepackaged products for appearance and quality, resolving problems and issues.  Conduct periodic inspections to ensure safe and sanitary operations and compliance with safety standards in all areas.  Assist in the menu development and selection of products served. |
| Job Function, % Time, Essential | 10%, Administrative Planning, Essential |
| Duties Performed | Provide input and participate in planning sessions with the SUPERVISORY POSITION in areas of budget, management, staffing, facility use, products and equipment.  Assist in long and short term planning of Dining Services. |
| Job Function, % Time, Essential | 5%, Other, Non-Essential |
| Duties Performed | Perform other duties as assigned. |

**Supervisory/Lead Responsibilities**

|  |  |
| --- | --- |
| Does this position lead the work of others? | No |
| Does this position supervise the work of others? | No |

**Position Qualifications**

|  |  |
| --- | --- |
| Required Qualifications | A Bachelor’s degree in hotel and restaurant administration, institutional management, business administration or closely related field and two (2) years of supervisory/management experience which included planning and budgeting. Additional qualifying food service work experience and/or vocational training in quantity food preparation may be substituted, year-for-year, for college education. |
| Additional Requirements | Strong leadership skills, organizational abilities, and supervisory experience.  Must have a Food Handler’s Permit or ability to obtain a permit within 14 days of employment.  Valid, unrestricted driver’s license required.  Must be able to work a flexible schedule, weekends will be required.  Commitment to customer service. |
| Preferred Qualifications | Managing operations and personnel in a College/University environment.  Experience in developing and maintaining operational policies and procedures.  Experience in preparing and administering budgets, monitoring expenses, ensuring equipment maintenance, and maintaining inventories.  Experience with food production software.  Experience in the use of computerized systems and point of sales cash register systems.  Excellent communication and customer service skills.  Experience effectively working in a team environment. |