

Class Code:.....0125-Rev
Position #: (NUNC).... (E)
Developed by:.....TD
Reviewed by:.....SG;DLJ
Approved by:.....LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Director, Dining & Retail Food Services
DIVISION: Student Affairs
REPORTS TO: Vice President, Student Affairs
GRADE: 17
SUPERVISES: Professional, technical, clerical, janitorial, maintenance and food service personnel.

BASIC FUNCTION:

Responsible for the administration of the University's year-round dining and retail food services which include the dining halls, the cash operations, catering services, warehouse, bakery and administrative services, as well as oversight of University ID Card Program. Using creative and innovative thinking, the Director is responsible for meeting the needs of the campus community, while reaching required financial objectives. The Director, Dining & Retail Food Services is a member of the division's management team, which is committed to shared governance and participative management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Create a long-range vision for the department to support the strategic plan of the Division and the University. Establish on-going department goals and annually review them, adding new initiatives and strategies as appropriate.

Establish and maintain a high level of food quality and menu satisfaction through well-developed culinary and production practices, with a focus on variety, trends, and healthy dining options.

Lead the staff in the department's commitment to continually maximizing the procurement of local and sustainable products, minimizing waste, introducing green initiatives, and reducing the impact on our environment.

Provide oversight to all operations of Dining Services to include dining halls, cash operations, warehouse, catering, and ID office and Central Administration office.

Prepare, implement and monitor annual operating budgets; prepare timely cost accounting reports analyzing the budget status.

Assist in the preparation of menu cycles with an exciting calendar of special events, cultural celebrations and theme dinners that impact board, retail, and catering services.

Prepare retail menus, pricing and operational guidelines that maintain customer satisfaction and a positive budgetary balance.

Coordinate purchasing of food and non-food products at all dining facilities and retail operations maintained by the University's food services.

Monitor computerized food service systems in menu planning, purchasing, inventory, recipe development, payment and accounting.

Provide partnerships and learning opportunities for students studying in academic programs and/or classes for sustainability, dietetics, business, or other programs.

Consulting with administrative staff to develop policies and procedures, evaluate existing policies and procedures, and develop measures of improvement.

Reviewing, endorsing or modifying disciplinary actions initiated by supporting supervisory staff.

Train and evaluate management staff; plan and direct work of food service staff.

Responsible for the management of the University Ram Account Program and Administrative Ram Account Program.

Prepare reports regarding facility needs and participate in facilities and building committees.

Function as public liaison for dietary and food service information for students, faculty, staff, guests and other state departments.

Supervise the testing of food products for sampling prior to the awarding of state bids.

Serve on university, division and department committees.

Perform other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; word processing, database management and spreadsheet software, including CBORD FMS, CBORD Odyssey, Microsoft Office Systems, FileMaker Pro, Word Press, Oracle and POS systems.

ENVIRONMENTAL CONDITIONS:

Incumbent is not exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree with specialization in food science and nutrition, hospitality management, hotel and restaurant administration, business administration, or a related field; Minimum of ten years of progressively responsible experience in the management of a large, complex, high-volume food

service facility; Demonstrated knowledge of state purchasing procedures, federal and state health laws; Demonstrated experience in labor relations in a union environment; Demonstrated knowledge of computerized menu management, access and inventory systems; Demonstrated knowledge of customer service; Demonstrated ability to measure and manage customer satisfaction; Demonstrated experience participating on capital construction projects; Demonstrated prioritization and organizational skills; Demonstrated supervisory experience; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated evidence of creative and entrepreneurial thinking; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's degree in food service management, or MBA.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.