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Developed by:....SG; PSG
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Assistant Director, Catering Services
DIVISION: Student Affairs (Dining)
REPORTS TO: Director, Dining and Retail Food Services
GRADE: 12
SUPERVISES: Food Service Supervisors, Principal and Senior Cooks and other Food Service Employees when necessary.

BASIC FUNCTION:

Overall responsibility for the successful operation of a full-service catering department (with annual sales in excess of \$1,400,000.) Establish short- and long-range operating plans for a successful marketing program, sales forecasting, budgeting and cost controls. Meet or exceed customer expectations within the context of budget objectives and organizational policies. Responsible for innovative leadership and providing a climate of growth for both the department and the staff. As the designee of the Director, Dining and Retail Food Services, be responsible for purchase of alcoholic beverages. Ensure the appropriate service of suites in the Ryan Center as well as any other concession services. Act as the liaison between Dining and the Office of Conferences & Special Program Development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Recruit, train, evaluate, supervise, direct and monitor the activities (e.g. quality, preparation, presentation and service of food to catering customers) of all catering employees as well as any additional Dining Services employees that may be scheduled for catering assignments.

Assist with the oversight of service to athletic training tables, as well as concessions and the Dining department's food truck(s). This would include administration of staffing, menus, production, booking/scheduling and billing.

Review daily work schedules and assignment of catering staff.

Prepare budget analysis and projections for review by the Director, Dining and Retail Food Services.

Monitor revenue and expenditures against a predetermined budgetary goal. Measure performance against agreed upon standards of quality. Keep current on and propose adjustments for budgetary objectives. Evaluate, discern and determine University clientele and best practices to engage them.

Assist Executive Chef with developing computerized recipes and menus according to a predetermined food cost goal.

Stay updated with current trends in catering food and service styles, through attending workshops, conferences, and education sessions as well as belonging to professional organizations. Ensure that events have buffet signage to indicate allergens and ingredients.

Partner with the Marketing Department on plans to inform the University community regarding available catering services, including the preparation of brochures and marketing material for distribution to customers.

Assist with preparing computerized reports relating to recipes, menus, food, labor and operating costs. Order table top supplies for catering functions.

Ensure that individuals working at relevant University events are authorized to sell alcoholic beverages, have taken the approved training for the responsible service, sale and consumption of alcoholic beverages, and are practicing the responsible service, sale and consumption monitoring of alcoholic beverages, all in compliance with the University's alcohol policy.

Attend VIP events to ensure delivery of a consistent and upscale catering experience for our customers.

OTHER DUTIES AND RESPONSIBILITIES:

Initiate and conduct regularly scheduled advisory committee meetings to evaluate the performance of catering services as well as other dining services programs. Recommend new and innovative programs to increase the level of service and revenue.

Assist in the development and promotion of an effective customer feedback/query process.

Collaborate in evaluating food and beverage products and equipment and assist in the preparation of specifications for these items. Responsible for ensuring compliance with all University Procurement policies.

Develop and monitor computerized catering systems for event planning and for requisitioning, ordering and recipe control. Ensure that any systems include mechanisms for calculating a food cost percentage, setting price, and product mix. Train and direct food service personnel in the use of these systems. Generate system reports as required.

Work a flexible work schedule, as needed.

Model appropriate behavior, engaging in collegiality and actively participate in departmental and school-wide groups and committees.

Perform other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, spreadsheet software. Microsoft Office Suite. TIPS certification. ServSafe certification. Mobile payment platforms. Valid driver's license.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions. This position requires providing call backs in a timely manner.

QUALIFICATIONS:

REQUIRED: Bachelor's degree in hotel, restaurant, culinary arts, institutional food services or related field; Minimum five years of direct management experience and responsibility in a catering environment; Demonstrated ability to establish short- and long-range operating plans for a marketing program; Demonstrated ability to work with diverse groups/populations; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency with written communication skills; Demonstrated experience with standard spreadsheet and word processing software; Demonstrated experience working with concessions; Demonstrated time management and organizational skills; Willingness to work a flexible work schedule; and, Demonstrated supervisory experience.

PREFERRED: Demonstrated working knowledge of a computer-based menu management programs (CBORD, Filemaker, etc.); and, Demonstrated familiarity working with athletic suites.

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