

Job Code:.....101382
Position#:..(PSA).....(E)
Developed by:.....KG; PSG
Reviewed by:.....SG; DLJ
Approved by:.....LK
Date:.....10/06; 07/19

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Manager, Dining Services/Retail Operations
DIVISION: Student Affairs (Dining Services)
REPORTS TO: Associate Director, Retail Food Services
GRADE: 12
SUPERVISES: Professional, Classified and student staff

BASIC FUNCTION:

Responsible for all aspects of planning, organizing, and controlling operational and fiscal aspects of all retail operations, including but not limited to, the Rhody Market, Brookside Bistro, multiple satellite retail locations, convenience stores. Assist with and supervise catering functions when necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Order food, equipment and supplies for a selection of retail locations.

Determine selling prices, margins and expenditures for retail items sold.

Develop, maintain and provide financial reports, including reconciliation of cash to sales, cost of goods sold, monthly profit and loss statements, budgets, and general accounting reports.

Direct, monitor and maintain a computerized inventory and menu management system. Manage the inventory of a wide selection of retail products, including single service food and beverage items, grocery foods, produce, ethnic foods, household supplies, health and beauty aids, school supplies, and novelty items.

Oversee the setup, operation and maintenance of a retail database utilizing UPC codes.

Recruit, train, supervise and evaluate staff positions. Develop work schedules for and supervise a staff of students and State employees. Provide labor reports as required.

Establish, direct, supervise and monitor a training program for student employees who are employed at various retail facilities.

Establish, monitor and prepare reports relating to learning outcomes for the student training program.

Assist with Catering event set-up, presentation and oversight as necessary.

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Establish and implement food service menus. Oversee recipe development, product sourcing, item cost, and menu pricing. Monitor customer acceptance and requests in ongoing menu development and sales mix of products. Provide sales and trend reports.

OTHER DUTIES AND RESPONSIBILITIES:

Staff, train and be fiscally responsible for all remote retail locations.

Provide financial reports on a regular basis, including profit and loss statements.

Conduct regular and on-going meetings with staff to review programs and financial progress.

Know and ensure compliance with Federal, State, local and department sanitation laws, including food service preparation and its distribution policies.

Have a working knowledge and applicable understanding of State personnel rules and current union contracts and agreements.

Perform additional duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; word processing, database management, and spreadsheet software; Point Of Sale equipment; Must provide own transportation. State of RI Food Service Sanitation and Safety Certificate within six months of hiring.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree in hotel and restaurant management, culinary arts, food science and nutrition, business or business-related field; Minimum of three years of retail and foodservice management experience in a high-volume setting; Demonstrated knowledge of financial reports (i.e., cost of goods sold, profit and loss statements, cash reconciliation; etc.); Demonstrated working knowledge of computerized inventory and ordering systems, Microsoft Office systems and Point-of-Sale (POS) systems; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated supervisory experience; Demonstrated ability to multitask and problem-solving skills; Demonstrated ability to work independently; Demonstrated ability to work with diverse groups/populations. Must have or be able to obtain a State of RI Food Service Sanitation and Safety Certificate within six months of hiring. Must provide own transportation.

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PREFERRED: Demonstrated experience in a college or university food court or convenience store; and, Demonstrated ability to develop recipes and menus.

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