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Position #: (PSA) (E)
Developed by: PSG
Reviewed by: DLJ, LK
Approved by: . . . LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Manager, Dining Services/Hope Commons and Commissary

DIVISION: Student Affairs (Dining)

REPORTS TO: Deputy Administrators, Retail Food Services & Dining Operations

GRADE: 11

SUPERVISES: Administrative, Culinary, janitorial, maintenance and student support staff

BASIC FUNCTION:

Provide day to day management for all operations (board and retail) and leadership to State and student employees working at and in association with the Hope Commons, including the Mainfare dining hall, Dining Commissary, the PizzaXpress at the Rhody Market, as well as other services related with this location.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Oversee all service aspects for the venues within this facility, delivering a quality dining program that is proactive and responds to the needs of students, faculty, staff, and guests. Duties include planning, organizing, and controlling all operational and fiscal aspects of the dining and retail sides of the operation as well as assisting with catering, special events and summer conferences when necessary. Management responsibilities include menu development, merchandising, production and service oversight, inventory control along with budgeting and cost control.

Schedule supervise and train State and student staff. Participate in departmental, university and professional committees and organizations. Work to ensure a diverse, welcoming, and collegial atmosphere. Work collaboratively with retail.

Responsible for ensuring that all aspects of the operation comply with State of Rhode Island, University of Rhode Island, division, and departmental standards.

Order food and equipment to comply with dictates of master or special menu for standard period. Create and oversee a calendar for special events and monotony breakers; create layouts and diagrams to ensure proper flow and working ease and service of each event.

Supervise the quantity and quality control of food served, ensuring compliance with established dietary standards of URI Dining Services. Supervise physical inventory preparation for all service venues within the building and their completed submission to administrators.

Maintain control of payroll and records of all employees therein, including but not limited to preparation and supervision of work schedules and supervision of work assignments.

Review, input, and organize recipes and menus in the Food Service Suite system. Attend meetings and trainings to remain current with this system and its capabilities.

Prepare and supervise dining facility's part-time employment policies; interview, hire, staff, train, supervise and account for student employees.

Supervise and perform, as necessary, training, scheduling, bid assignment and discipline of all staff in a union environment. Maintain productive relationships with union stewards and leadership.

Work a flexible schedule to meet changing operational needs.

OTHER DUTIES AND RESPONSIBILITIES:

Responsible for the yearly uniform bid, per State purchasing guidelines.

Responsible for the yearly summer schedule, created by combining calendar year workers from various parts of the department.

Know and ensure compliance with Federal, State and department sanitation laws, including food service preparation and its distribution policies. Have general knowledge of State Personnel rules and current Union contracts and agreements.

Seek out students and other patrons' needs and recommend systems to measure performance against existing standards of quality. Attend or assign a representative to Student Advisory Board meetings when hosted by the dining hall.

Work with the Chef Manager to create and execute a test kitchen for testing new products and menus.

Prepare and submit appropriate forms, records, information, and documentation as required.

Respond to comments/feedback posted to the URI Dining website and Text'n'Tell system.

Manage any mobile ordering platforms associated with venues under their supervision, including menu creation, hours of operation, and timing for order placement.

Perform other duties as requested.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, database management and spreadsheet software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree in hotel administration, food science and nutrition, or hospitality management with a minimum of five years of management experience in an institutional, commercial, industrial or other similar food service organization, OR, Bachelor's degree with a minimum of seven years of management experience in an institutional, commercial, industrial or other similar food service organization; Demonstrated experience in and knowledge of food service methods and practices (i.e., food purchasing, storage, preparation, production, sanitation, service, quality control measures); Demonstrated ability to apply knowledge of food service methods and practices to a college food service environment; Demonstrated working knowledge of cost and inventory controls; Demonstrated ability to evaluate operations and develop recommendations for improvement; Demonstrated ability to develop working relationship at all levels of the organization; Demonstrated collaborative management style; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to multitask in a deadline-driven environment; Demonstrated time management and prioritization skills; Demonstrated ability to work a flexible schedule; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Professional certification in ServeSafe and/or State of RI, Manager, Certified in Food Safety; Demonstrated working knowledge of computer programs (such as CBORD, Word and Excel); and, Demonstrated experience supervising in a union environment.

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