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Developed by:SG; PSG
Reviewed by:.....DLJ
Approved by:.....LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Manager, Catering Services
DIVISION: Student Affairs (Dining)
REPORTS TO: Associate Administrator, Retail Dining Services
GRADE: 10
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 more than \$1,000,000. 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. Regularly seek customer feedback to gauge success and challenges; make recommendations to Executive Chef for Catering based on feedback and implement as approved.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Work collaboratively with the Executive Chef for Catering to ensure Catering is competitive with like caterers, restaurants, and colleges/universities.

Develop computerized recipes and dynamic menus for Catering with ongoing communication to understand and meet the evolving needs of the community. Maintain each event's consistently fine quality and financial outcome.

Develop a marketing plan to inform the University community regarding available catering services including the preparation of brochures and marketing material for distribution to customers.

Work with all clients to complete orders, acting as salesperson and front-line customer service agent. Receive catering orders through means designated in ordering protocol. Write up and post catering orders to expedite their efficient implementation, verify the accuracy and thoroughness of each order. Monitor all work order charges.

Prepare computerized reports relating to recipes, menus, food, labor, and operating costs. Order food, equipment, and supplies for catering functions.

Recruit, train, evaluate and supervise a staff of State and student employees in the procedures for quality preparation, presentation and service of food to catering customers.

Prepare daily work schedules and assignment of catering staff.

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

Monitor revenue and expenditures against a predetermined budgetary goal. Measure performance against agreed upon standards of quality.

Create a positive working atmosphere that fosters communication among all workforces. Act as a participatory member of the supervisory staff, mentoring through example.

OTHER DUTIES AND RESPONSIBILITIES:

Participate in 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.

Evaluate food products and equipment and assist in the preparation of specifications for these items. Responsible for ensuring compliance with all University State and Federal guidelines.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, spreadsheet software. Must hold a Rhode Island Certificate of Sanitation Management, be Barcode or TIPS Certified for Responsible Alcohol Service, and must possess a valid driver's license.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions. This position requires 24-hour call back in cases of emergency and supervisory presence, when required, on all shifts.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of three years of progressive experience in a catering environment; Demonstrated direct management authority and responsibility in food services (i.e., restaurant, hotel, catering, etc.); Demonstrated ability to establish short- and long-range operating plans for a marketing program; Demonstrated working knowledge of catering software; Demonstrated working knowledge of spreadsheet and word processing software; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills;

Demonstrated collaborative management style; Demonstrated mentoring experience; Demonstrated knowledge and compliance of safety and HAACP standards; Demonstrated ability to market and sell catering to a variety of audiences; Demonstrated experience with design and display of tabletops and room decor; Demonstrated ability to determine appropriate food item substitutes (i.e., dietary restrictions, allergies; holidays, etc.); Willingness to work flexible work schedule on a regular basis; and, Demonstrated ability to work with diverse groups/populations. Must hold a Rhode Island Certificate of Sanitation Management. Must be Barcode or TIPS Certified for Responsible Alcohol Service. Must have and maintain a valid driver's license.

PREFERRED: Bachelor's degree in hotel, restaurant, culinary arts, or related field; and, Demonstrated working knowledge of computer-based menu management program such as CBORD (Food Service Suite.)

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