**M5: Level Standards**

**GENERAL ROLE**

This level is the first full level of supervision. Incumbents may initiate and communicate a variety of staffing actions (i.e. performance review and scheduling). These positions generally supervise a small number of staff.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, interpreting and ensuring consistent application of organizational policies.

Incumbents:

* Alter the order in which work or a procedure is performed.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
* Distributes work and monitors workload among staff.

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under direction
* Seeks supervisory approvals when significant changes to process steps are considered and additional resources for task completion are required

*🡪 Context of Decisions*

* Decisions are driven by office/departmental policy and procedures

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, which include the oversight of staff
* Given the latitude to make daily operational decisions

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems arise from normal departmental operations

*🡪 Course of Resolution*

* Identifies issues and gathers facts
* Must understand the smallest details of a circumscribed area

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views

**SCOPE AND MEASURABLE EFFECT**

Incumbents:

* + Supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.

OR

* Supervise a larger process-oriented area whose members perform like activities.
* Actions regularly affect a department or a project outcome with office/programmatic impact
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services
* Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides effective management of one or more units in the University Dining Services operation, as part of the Dining Services management team. Responsible and accountable for all aspects of assigned dining operations, including ensuring building maintenance/use and service operation.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Supervises the day-to-day operations of assigned employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Supervises the work of assigned personnel, including assigning and reviewing work, creating work schedules, providing guidance, and conducting performance evaluations in a University Dining Services operation, to include retail and catering services.
* Maintains an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
* Plans retail menu based on nutrition standards, knowledge of customer acceptance, and customer dietary restrictions/food allergies.
* Ensures proper maintenance, repair, and safe operating condition of equipment. Troubleshoots problems, performs minor repairs, and arranges for major repairs.
* Controls costs within assigned unit(s) in keeping with approved budget.
* Orders food/beverages and supplies and is responsible for the safe and sanitary receipt of such supplies and food.
* Evaluates Dining Services policies and procedures and makes/recommends changes.
* Conducts annual physical inventory for assigned retail or catering unit.
* Tracks and reconciles daily financial transactions and maintaining financial records.
* Maintains appropriate student personnel records. Prepares information and/or reports as required.
* Assists in identifying areas for improvement in services, cost effectiveness, physical facilities, student acceptance, and other areas of operation to meet changing needs and priorities.
* Seeks ways to promote Dining Services program(s).
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Five years of related experience.
* ServeSafe Certification

**COMPETENCIES**

**Knowledge of:**

* Proper cleaning and sanitation techniques
* Principles and practices of employee supervision
* Food ordering and inventory control
* Menu planning, quantity food preparation, and service
* Food service equipment and maintenance
* Basic accounting principles
* Microsoft Office and related software applications

**Skill in:**

* Planning and organization
* Public relations
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Monitor and maintain food service facility and equipment
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Create charts or spreadsheets for work related projects
* Maintain accurate financial and service records
* Plan and organize special programs and projects
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management