**M7: Level Standards**

**GENERAL ROLE**

This level is accountable for providing a combination of supervision/management of a moderate to notably sized department charged with providing a variety of cross-disciplinary services. Incumbents should have oversight of professional and non-professional staff, as well as business and/or administrative operations. These positions do not exclusively serve as the supervisory level to only student employees

Incumbents:

* Modify practices and procedures to improve efficiency and quality of service delivered by subordinate staff
* Research and apply better ways to effectively achieve end results by, for example, arranging/re-arranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed
* Set staff objectives, immediate and/or long term, as a means to fulfill departmental or division initiatives
* Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
* At a department level, may determine how to achieve directives set by directors

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under general direction
* Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence

*🡪 Context of Decisions*

* Work is focused on and regulated by specific division goals and milestones

*🡪 Job Controls*

* Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives
* Subject to supervisory controls through conferences, review of reports, and occasional departmental visits
* Supervisory controls are exercised on the incumbent for matters of policy development and coordination, intermediate and long range planning, budgetary and human resources based matters

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected
* Challenges for problems arise due to lack of precedent or policy at a division or University level

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches
* Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division

*🡪 Measure of Creativity*

* Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, Departmental and University administrators, and the campus community as a whole

**SCOPE AND MEASURABLE EFFECT**

* Incumbents serve as an expert on specific subject matter evidenced by regularly Incumbents manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
* Actions regularly affect a department or a project outcome with division wide impact.
* Incumbents’ actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
* Incumbents’ actions may have high risk financial, compliance, political or safety implications.
* Performance results tend to related to efficiency, degree of waster/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Responsible for the oversight of a University Dining Services operation(s). Complies with the culinary standards of the department and is responsible for overseeing food preparation/presentation, staffing, sanitary conditions, business transactions, accounts, and contracts, and retail marketability for an assigned dining operation(s).

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of the Executive Director. Supervises professional and non-professional staff, as well as business and/or administrative operations.

**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.*

* Manages University Dining Services operation(s), to include retail and catering services.
* Supervises the work of assigned personnel, including assigning and reviewing work, providing guidance, and conducting performance evaluations.
* Sets protocols for hiring and training Dining Services operation(s) staff; reviews selections for new hires as necessary.
* Keeps abreast of parent corporation or vendor standards to ensure service expectations are met by staff.
* Maintains an efficient and effective food production and service system. Ensures safe and sanitary conditions, in accordance with appropriate standards, laws, policies, and regulations.
* Develops strategies and participates in promoting assigned Dining Services program(s).
* Evaluates Dining Services policies and procedures and makes/recommends changes.
* Oversees a retail operation’s budget, tracking and reconciling daily transactions and maintaining financial records.
* Oversees the ordering food/beverages and supplies and is responsible for the safe and sanitary receipt of such supplies and food.
* Ensures proper maintenance, repair, and safe operating condition of equipment. Troubleshoots problems, performs minor repairs, and arranges for major repairs.
* Maintains appropriate records, including financial and student personnel records. Prepares information and/or reports as required.
* Ensures procedures are in place to track staff compliance with departmental certification standards.
* Identifies areas for improvement in services, cost effectiveness, physical facilities, and other areas of operation to meet changing needs and priorities.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Eight or more years of related experience. One year must be serving as a supervisor over moderate sized unit.

OR

* Master’s degree in a related field.
* Six or more years of related experience. One year must be serving as a supervisor over moderate sized unit.
* 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, merchandising, and service
* Food service equipment and maintenance
* Accounting principles
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Monitor and maintain food service facility and equipment
* Evaluate financial data and identify strategies to make changes that have a positive impact on operational budgets
* Communicate effectively through both oral and written means, including public speaking events
* 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