UNIVERSITY OF SOUTHERN CALIFORNIA
Food Service Supervisor
Job Code: 143211

Grade: 00
OT Eligible: Yes
Comp Approval: 11/19/2012

JOB SUMMARY:
Supervises daily operations and activities of assigned unit. Provides guidance and direction to service personnel. Plans, schedules and coordinates unit projects and activities. Provides support to Assistant Food Service Manager.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

——— ——— Plans, schedules, coordinates and oversees activities of dining room staff on a daily basis and for assigned events.

——— ——— Provides guidance and direction to service personnel. Schedules and assigns workload. Trains food service employees. Demonstrates techniques, equipment or procedures to service personnel.

——— ——— Oversees the set-up and break down of venue.

——— ——— Ensures assigned unit meets and/or exceeds all federal and state health and safety regulations. Conveys established policies and procedures.

——— ——— Responds to and tracks customer requests, complaints and feedback.

——— ——— Oversees cash handling and performs the department’s banking functions. Tracks and reconciles budget activity and analyzes variances.

——— ——— Prepares regular and/or special reports for use in analyses and projections.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: □ No
□ Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

High school or equivalent

Minimum Experience:
3 years

**Minimum Field of Expertise:**

Demonstrated knowledge of catering and food service. Demonstrated ability to supervise and train employees.

**Skills: Administrative:**

- Balance figures
- Coordinate events
- Coordinate work of others
- Customer service
- Gather data
- Prioritize different projects
- Understand and enforce regulatory guidelines
- Verify calculations

**Skills: Other:**

- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Scheduling
- Teaching/training

**Skills: Machine/Equipment:**

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Skills: Trade/Auxiliary:**

- Clear and set tables
- Communicate with others to gather information
- Compute totals
- Lead/guidance skills
- Maintain inventories
- Prepare reports and/or maintenance records
- Understand and apply policies and procedures

**Supervises: Level:**

Trains new employees and allocates and monitors work of others.

**SIGNATURES:**

Employee: _____________________________________  Date:_____________________________

Supervisor: _____________________________________ Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.
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