UNIVERSITY OF SOUTHERN CALIFORNIA

Food Service Assistant Manager

Job Code: 143220

Grade: G
OT Eligible: No
Comp Approval: 2/7/2012

JOB SUMMARY:
Assists in managing all aspects of food and beverage dining operations and the financial performance of department(s) as assigned by the department manager. Supervises department staff and assists with recruiting, screening, hiring, orienting, training and development of staff. Ensures kitchen and dining areas during and after shift are cleaned according to local health department regulations and industry standards.

JOB ACCOUNTABILITIES:

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<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Activity</th>
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<tr>
<td>______</td>
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<td>Assists in managing all aspects of food and beverage dining operations and financial performance of department(s) as assigned. Participates in planning and implementing department programs, projects and activities. Makes recommendations to improve department operations.</td>
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<td>Supervises at least two full-time staff or the equivalent. Assists in recruitment, screening, hiring, training, and development of department staff.</td>
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<td>Monitors employee performance on a day-to-day basis and provides both verbal and written feedback. Sets goals and objectives for staff and frequently meets to discuss progress. Assists with counseling, disciplining and/or assists with termination of employees as required. Assists with scheduling of staff and ensuring hours are appropriate for business volume while maximizing productivity.</td>
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<td>Schedules, assigns and prioritizes tasks and projects while adhering to all university, local, state and federal labor laws, including the collective bargaining agreement. Sets appropriate deadlines. Manages assigned tasks and projects to completion. Ensures timely completion of department's work.</td>
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<tr>
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<td>Assists with developing, implementing and interpreting policies and procedures to improve the operations of the department.</td>
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<td>Assists in creating, updating and executing department(s) business plan and marketing calendar in order to drive revenues and maximize financial performance of department(s). Assist in forecasting business levels in advance to ensure purchases and labor schedules are adjusted based on fluctuating business demands. Assists in reviewing and monitoring expenditures to ensure that they conform to budget limitations and revenue projections. Assists in entering all required purchasing and financial data in various university and departmental systems and spreadsheets. Maintains understanding and currency of departmental Profit and Loss Statement and all other financial and Point Of Sale system reports and corresponding key performance indicators.</td>
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<td>Assists with marketing special food and beverage events and helps implement and execute marketing calendar to ensure consistency with concept and business plan for assigned department(s).</td>
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Provides customer service to faculty, staff, students and external customers. Meets customer needs, offers options, resolves problems and follows up with customers in a timely manner. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor. Ensures that customer needs are being met by staff in a timely and professional manner. Informs manager of customer issues, suggestions or requests. Coordinates with other departments as needed to provide exceptional customer service at all times.

Places purchase orders of approved products with university approved suppliers and schedules delivery of food, beverages and supplies. Checks deliveries of food and beverages for quality, accuracy and food safety aspects. Purchases supplies of non-food items, such as dishes and silverware, cooking utensils, and cleaning products.

Arranges for equipment repairs, maintenance and scheduling of other services as needed. Has responsibility for safe usage of equipment and machinery. Maintains appropriate records.

Opens or closes department(s). Ensures that department is neat and orderly. Participates in creating sales displays, as required. Performs frequent checks to ensure consistent high quality of food preparation and service are in compliance with department and franchise standards at all times. Ensures kitchen and dining areas during and after shift are cleaned according to local health department regulations, industry standards. Complies with all health and safety regulations at all times. Ensures compliance with all California Department of Alcoholic Beverage Control regulations at all times. Enforces sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Maintains appropriate records.

Maintains a thorough understanding of the collective bargaining agreement, all departmental, university policies and procedures, as well as applicable government and industry standards, and ensures adherence to them.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*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:
- Associate's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
- Supervisory or lead experience in food service industry.

Preferred Education:
- Bachelor's degree

Preferred Experience:
- 3 years

Preferred Field of Expertise:
- University food service experience.

Skills: Other:
- Analysis
- Assessment/evaluation
- Budget control
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution
- Project management
- Scheduling
- Staff development
- Supervisory skills
- Teaching/training

Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
Supervises: Level:

May supervise student, temporary and/or resource workers.
Supervises employees and/or student workers.

Supervises: Nature of Work:

Service/Maintenance

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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