UNIVERSITY OF SOUTHERN CALIFORNIA

Food Service Manager

Job Code: 143221

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

JOB SUMMARY:
Manages all aspects of food and beverage dining operations and the financial performance of department(s) as assigned. Supervises department staff including recruiting, screening, hiring, training, counseling, disciplining, evaluating performance and developing staff. Ensures and maintains compliance with operational health and safety standards, university policies, federal/state/local laws and ordinances.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Manages all aspects of food and beverage dining operations and financial performance of department(s), as assigned. Participates in strategic planning for department(s). Provides input and assists in developing goals and objectives. Participates in planning and implementing department programs, projects and activities. Administers programs and projects as assigned.

Directly supervises at least two full-time department staff or the equivalent, usually through one or more supervisors. Performs recruitment, screening, hiring, orientation and training of department staff. Guides and coaches assigned assistant managers to ensure their ability to manage the dining operations in his/her absence and ensure consistency in quality in food and service, compliance with standards and restaurant performance.

Monitors employee performance on a day-to-day basis and provides both verbal and written feedback. Sets annual goals and objectives for assistant manager(s) and frequently meets to discuss progress. Counsels, disciplines and/or assists with termination of employees as required. Creates all disciplinary action forms with approval of senior management and human resources. Has responsibility for employees timekeeping, scheduling of staff and ensuring hours are appropriate for business volume while maximizing productivity.

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.

Participates in planning, implementing and administering communications programs within department as assigned. Schedules and conducts staff meetings at least monthly and individual meetings within department to facilitate attainment of department objectives.

Researches, develops, implements and interprets policies and procedures to improve the operations of the department.
Has responsibility for creating, updating and executing department(s) business plan and marketing calendar in order to drive revenues and maximize financial performance of department(s). Forecasts business levels in advance to ensure purchases and labor schedules are adjusted based on fluctuating business demands. Ensures expenditures conform to budget limitations and revenue projections. Enters all required purchasing and financial data in various university and department 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.

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. Maintains friendly, helpful demeanor. Ensures that customer needs are being met by staff in a timely and professional manner. Informs senior management of complex customer issues, suggestions or requests. Coordinates with other departments as needed to provide exceptional customer service at all times.

Analyzes sales and product mix reports on a regular basis in terms of menu item performance. Meets with restaurant or franchise management to discuss menu changes and underperforming items and/or procedures.

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. Ensures safe usage of equipment and machinery. Maintains appropriate records.

Opens or closes department(s), as needed. Directs staff in ensuring 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 and industry standards. Ensures and maintains compliance with all health and safety regulations, California Department of Alcoholic Beverage Control regulations and sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas at all times. 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:

Bachelor’s degree
Combined experience/education as substitute for minimum education

Minimum Experience:

3 years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Management experience in food service industry.

Preferred Education:

Bachelor's degree

Preferred Experience:

5 years

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.
Managerial skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Staff development
Teaching/training

**Skills: Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises: Level:**
- Manages through subordinate supervisors.
- May supervise student, temporary and/or resource workers.

**Supervises: Nature of Work:**
- Service/Maintenance

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**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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