UNIVERSITY OF SOUTHERN CALIFORNIA

Food Services Manager, Retail

Job Code: 143233

OT Eligible: No

Comp Approval: 2/14/2017

JOB SUMMARY:
This position is responsible for overseeing the day-to-day operations of a retail partner dining establishment. The Food Services Manager provides positive guest service in all areas, maintains a professional restaurant image, and ensures adherence to all sanitary rules and regulations. The Food Service Manager upholds retail partner company standards and service levels while controlling costs. The position is responsible for hiring and directly managing the restaurant staff, anticipating food needs, supervising portion control and working with retail partner corporate staff for efficient provision of food and supplies. The Food Services Manager also ensures that proper security procedures are in place to protect employees, guests and university assets.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Ensures positive guest service in all areas. Ensures consistent high quality of food preparation and service. Investigates and responds to complaints concerning food quality and service, taking any and all appropriate actions to turn dissatisfied guests into return guests.

Maintains professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.

Enforces sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensures compliance with operational standards, company policies, federal/state/local laws, and ordinances.

Adheres to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs. Ensures that all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.

Estimates food and beverage costs. Works with retail partner corporate office staff for efficient provisioning and purchasing of supplies. Supervises portion control and quantities of preparation to minimize waste.

Estimates food needs, places orders with distributors, and schedules the timely delivery of fresh food and supplies.

Recruits, screens, hires, trains and directly supervises all assigned staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure that duties, responsibilities, work requirements and performance standards are clearly understood. Assesses staff development needs. Promotes staff participation in educational opportunities and activities. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit’s work.
Ensures that proper security procedures are in place to protect employees, guests and company assets. Ensures a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event that a guest or employee is injured.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. 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:**
- 2 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
- Proficient in the following dimensions of restaurant functions: food planning and preparation, purchasing, sanitation, security, company policies and procedures, personnel management, recordkeeping, and preparation of reports. Must possess a valid drivers license. Must be eligible to work in the United States. Must agree to background and credit check.

**Preferred Education:**
- Bachelor's degree

**Preferred Experience:**
- 5 years

**Skills:**
- 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

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

Supervises: Nature of Work:
Service/Maintenance

Comments:
Must successfully complete ServeSafe certification within 90 days of hire date. No set schedule. May be required to work weekends, evenings, and/or holidays.

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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