UNIVERSITY OF SOUTHERN CALIFORNIA

Food Services Manager, Residential Dining

Job Code: 143234

OT Eligible: No
Comp Approval: 2/14/2017

---

JOB SUMMARY:
This position is responsible for overseeing the day-to-day operations of a campus residential dining establishment. The Food Services Manager, in association with the Kitchen Manager, plans and implements menus, ensures adequate food supplies, and oversees food recipes and preparation. The position is also responsible for ensuring adherence to all sanitary rules and regulations. The Food Service Manager upholds quality standards and service levels while controlling costs and maintaining accurate records. 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

Plans and implements daily and weekly menus with Kitchen Manager. Inventories food and supplies to forecast future needs. Places orders with appropriate sources in a timely fashion. Maintains proper inventories and oversees waste controls. Participates in the decision-making process to discuss theme dinners and special events while ensuring that these events are executed properly, when applicable. Coordinates any special events by reviewing data, generating diagrams, and executing the plan.

Prepares and assists in the preparation of menu items following department recipes in accordance with departmental policies and procedures. Implements and monitors techniques and methods utilized in the preparation/processing of food to achieve established quality and standards, to prevent waste, and to obtain efficiency and production levels. Ensures and verifies temperature control checks are being recorded (HACCP). Monitors receiving and storage activities, checking temperature and environmental conditions of storage area and assuring security.

Maintains exceptional customer service standards. Ensures foods are served in an attractive manner noting proper garnish, quality and overall appearance during service. Ensures lunch and dinner pre-service is completed within posted meal hours. Ensures deadlines are met for service and event schedules, as required. Merchandises food as required for location, if applicable.

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.
Implements and monitors housekeeping and sanitary rules and regulations for assigned area. Manages the maintenance and cleanliness of the food production areas, including the kitchen, service areas, storage areas, receiving, dock, and trash area. Ensures that shift closing and weekly cleaning lists are delegated properly and completed.

Conducts regular inventories, making adjustments as necessary to maintain accurate budget information and precise accounting of food and non-food items. Maintains food, labor and supply cost within budgetary requirements. Within established limits, purchases, schedules maintenance and repair of food production equipment. Ensures compliance with cash and payment handling policies and procedures, where applicable.

Maintains production logs, meal counts and financial records. Adjusts Production Requirements reports as needed. Keeps records of all other supplies and purchases.

Develops and implements safety procedures for all dining and kitchen areas. Ensures compliance with all federal, state, and local safety regulations as well as university policies and procedures. Monitors assigned areas for safety hazards and takes appropriate action. Completes accident reports as necessary.

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:**

3 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: 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

**Supervises: Level:**
Manages through subordinate supervisors.

**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.
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.

The University of Southern California is an Equal Opportunity Employer