



USC University of
Southern California

Food Service Assistant Manager Job Description

JOB INFORMATION

<i>Job Code:</i>	143220
<i>Job Title:</i>	Food Service Assistant Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Food Service (Non-Union)
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	5 Manager

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 staff and assists with recruiting, screening, hiring, orienting, training and staff development. Ensures kitchen and dining areas during and after shift are cleaned according to local health department regulations and industry standards.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Associate's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Supervisory or lead experience in the food service industry.
	X	University food service experience.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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.				
Supervises at least two full-time staff or the equivalent. Assists in recruitment, screening, hiring, training, and development of department staff.				
Monitors employee performance on a day-to-day basis and provides both oral 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.				
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.				
Assists with developing, implementing and interpreting policies and procedures to improve department operations.				
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.				
Assists with marketing special food and beverage events and helps implement marketing calendar to ensure consistency with concept and business plan for assigned department(s).				
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/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. 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 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.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.