



JOB INFORMATION

<i>Job Code:</i>	143221
<i>Job Title:</i>	Food Service Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.; May supervise student, temporary and/or resource 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

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor'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		3 years	
	X	5 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		Management experience in food service industry.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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,				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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.				

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.