



USC University of
Southern California

Director, USC Hospitality

Job Description

JOB INFORMATION

| | |
|-------------------|---------------------------|
| Job Code: | 143327 |
| Job Title: | Director, USC Hospitality |
| FLSA Status: | Exempt |
| Supervisory: | |
| Job Family: | Hospitality |
| Job Family Group: | Auxiliary Services 1 |
| Management Level: | 4 Administrator |

JOB SUMMARY

Sets the vision and strategy of USC's Hospitality department, with general oversight and an organizational commitment to products and services. The director is responsible for overall food service operations and fiscal performance. Plans work and departmental changes at least 6 months to 1 year ahead and keeps department focused on both current performance as well as direction in years ahead.

JOB QUALIFICATIONS:

Education

| Req | Pref | Degree | Field of Study |
|-----|------|-------------------|----------------|
| X | | Bachelor's degree | |
| | X | Master'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

| Req | Pref | Work Experience | Experience Level |
|-----|------|-----------------|------------------|
| X | | 7 years | |
| | X | 10 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

| Req | Pref | Functional Skills |
|-----|------|---|
| X | | Directly related management experience. |
| X | | Expert knowledge of field. |

Other Job Factors

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|--|---------------|------------------|-----------------|------------|
| Develops USC Hospitality's vision and mission, with defined strategy, goals and tactics for the department to meet its specific objectives. | | | | |
| Responsible for creating annual departmental budgets, as well as monthly projections and forecasts, and meeting or exceeding them. Implements corrective actions when financial performance of unit(s) does not meet budget. | | | | |
| Manages the delivery of services for staff, students, faculty and other guests. Sets and communicates department priorities and performance standards, and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate. Develops and maintains systems and procedures to facilitate department operations. | | | | |
| Oversees staff and recommends organizational structure, reporting relationships and staffing needs based on department goals. Makes hiring, promotional and salary decisions in accordance with university policy. Provides performance appraisals for staff, determines need for disciplinary action, and implements succession planning practices. Supports, initiates and implements learning and development initiatives for department managers and associates. | | | | |
| Develops and manages department budgets. Responsible for the department(s) financial performance. Analyzes data from detailed reports and drives team accountability. Proactively creates action plans to address negative trends to rectify and resolve the situation. | | | | |
| Plans, develops and implements policies and procedures, including development and implementation of training programs, procedural manuals, special projects and major university initiatives. Ensures all university, local, state, federal rules and regulations are being followed at complied with by all associates and management including those related to Public Health, ABC and NCAA. | | | | |
| Defines, implements and continuously improves departmental policies and procedures to achieve standardization of best practices and defined policies and procedures. Implements departmental quality control processes and supports department wide initiatives in this area. | | | | |
| Defines the strategy, goals and programs of a unit(s)/department(s). | | | | |
| Develops and maintains effective relationships with internal and external stakeholders. | | | | |

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/ | | | Yes |

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.