



Food Services Manager, Residential Dining Job Description

JOB INFORMATION

Job Code:	143234
Job Title:	Food Services Manager, Residential Dining
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Food Service (Non-Union)
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

JOB SUMMARY

Responsible for overseeing the day-to-day operations of a campus residential dining establishment. In association with the Kitchen Manager, plans and implements menus, ensures adequate food supplies, and oversees food recipes and preparation. Responsible for ensuring adherence to all sanitary rules and regulations. Upholds quality standards and service levels while controlling costs and providing exceptional customer service. Responsible for hiring and directly managing the restaurant staff, controlling the budget, conducting regular inventory, and maintaining accurate records. Ensures that proper security procedures are in place to protect employees, guests and university assets.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

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

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		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.

Licenses

Req	Pref	License(s)
X		Must possess a valid drivers license.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Must successfully complete ServeSafe certification within 90 days of hire date.

Other Job Factors

- Must be eligible to work in the United States.
- Must agree to background and credit check.
- No set schedule. May be required to work weekends, evenings, and/or holidays.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

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.