



Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Assistant Manager of Retail Operations

Department: Dining Services Reports to title: Manager of Retail Operations

Full Time: Part Time: _____ Date Prepared: 7/26/19

Job Group & Level: SM1 Regular Daily Work Schedule: Tuesday, Wednesday 2:30 PM – 11:00 PM, Thursday – Saturday 4:30 PM – 1:00 AM.

Pay Type: Weekly Monthly _____ Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Assistant Manager of Retail Operations supports the efforts of Amherst College Dining Services by providing the campus community with excellent products and services through our retail and vending operations.

The Assistant Manager of Retail Operations assists in managing operations and supporting the efforts of the retail team in five (5) different operations and locations across campus.

- Schewmm’s Coffee House
- Grab-N-Go program
- Frost Café
- Lewis Sebring Dining Commons
- Science Center Cafe

Responsibilities include: assisting with the supervision and development of the retail teams, menu development in collaboration with the Manager of Retail Operations & Executive Chef, resource management, product purchasing and inventory. The Assistant Manager works collaboratively with all employees in support of the mission, standards and goals of the Dining Services Department.

As our work is central to student life, their needs occur at a variety of times throughout the day, week, and year and in such, the work schedule varies. The Assistant Manager often covers staff shortages in any one of the retail operations on any given day or shift, and covers as Supervisor for Valentine Dining Hall. In addition, the Assistant Manager of Retail Operations is designated as providing essential services and should report to work, or remain on duty even though the College is closed.

The Assistant Manager takes the appropriate actions to support a diverse workforce and participates in the college's efforts to create a respectful, inclusive and welcoming work environment.

2. Principal Duties and Responsibilities:

70% Retail Operations, Assist with Managing Retail Locations, duties include but not limited to:

- Train and develop staff
- Review and approve payroll before processing
- Coordinate a staffing schedule for each retail location
- Handle customer complaints
- Purchase food and supplies and maintain inventory controls for all operations
- Provide register and equipment training
- Oversee operational service standards and cash handling procedures, reconciliation of multiple cash banks and bar scanner programming

20% Supervision

- Provide functional supervision at retail locations, providing direction for day to day operations
- Cover as Supervisor for Valentine Dining Hall as needed

5% Oversee Campus Vending Program

- Assure all machines are fully operational including handling refunds

5% Performs other duties/functions as requested

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Straightforward operational interactions/communications such as providing, obtaining, and receiving information; collaboration across the department; and analyzing, developing and negotiating.

4. Education: (include certifications and licenses)

Required:

- High School or Vocational High School Diploma or equivalent
- Current ServSafe Manager Certification or be able to achieve within six (6) months of employment
- Allergen Awareness Certified, as required by the Commonwealth of Massachusetts or be able to achieve within six (6) months of employment
- Driver's license and successful credentialing in order to operate college vehicles

Preferred:

- Associate's or Bachelor's Degree in the hospitality field

5. Experience: (List specific skills necessary to perform this job)

Required:

- 2-5 years of progressive supervisory experience in retail operations
- Strong written and verbal communication, and interpersonal skills
- Excellent organizational and time management skills
- Supervisory experience including strong leadership and coaching skills
- Experience in food/product purchasing, food costing and inventory control
- Knowledge and experience in cash registers, cash handling procedures, reconciliation of multiple cash banks and bar scanner programming
- Ability to take initiative, and work independently as well as collaboratively
- Commitment to or experience working with a diverse community
- Successful completion of a pre-employment physical and lift test

Preferred:

- 3 or more years of progressive experience in retail food operations
- Experience managing multiple retail operations in different locations
- Experience with Campus Dining

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

This position involves frequent exposure to extreme heat and cold, wet and humid environments, sharp tools, machinery, chemicals, grease laden vapors and fumes, and high noise levels. Able to lift, carry, push, and pull up to 35 lbs. Constant/repetitive motions involving the range of full body use including fingers, arms, knees, hands and wrists. Motions including bending, squatting and stooping, reaching outward and above head, constant walking and standing, and ascending/descending stairs. Manual dexterity including grasping and manipulating tools/equipment, and adjusting controls. Close visual concentration including the ability to perceive color, contrast, and depth, as well as the ability to taste and work with any and all ingredients used. Outdoor elements including exposure to fluctuations in temperature and weather condition.

7. Decision Making:

Decisions are frequently guided by policies and procedures with some involvement from others. Addresses routine issues according to established protocols, documenting and reporting actions to more senior managers. Problems often relate to individual events or occurrences.

8. Supervision Exercised/Received:

Minimal supervision received.

Supervisory Responsibility: Yes _____ No _____

Number of Employees Supervised:

Provides functional supervision to 4 FTEs as well as casual and student employees.