



# Amherst College

## Office of Human Resources

### JOB DESCRIPTION

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Title: Manager of Dining Hall Operations

Department: Dining Services Reports to title: Director of Dining Services

Full Time: \_\_\_\_\_ Part Time: \_\_\_\_\_ Date Prepared: 7/22/19

Position Grade: SM-3 Regular Daily Work Schedule: Varies

Pay Type: Weekly \_\_\_\_\_ Monthly X Months Per Year: \_\_\_\_\_ Hours Per Week: 40

(Summer Months) Months Per Year: \_\_\_\_\_ Hours Per Week: \_\_\_\_\_

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#### 1. Summary of Position:

The Manager of Dining Hall Operations supports the efforts of Amherst College Dining Services by providing the campus community with exceptional products and services in Valentine Dining Hall, and communicating and executing the department's vision, mission and goals. The Manager oversees dining hall operations, as well as leads and directs a diverse group of service staff in achieving success in all areas including, but not limited to great customer service, accurate menu identifiers, and cleanliness and sanitation in the dining rooms and service areas.

The Manager trains, develops and engages the service teams, ensuring they have effective tools and resources to enable their collective success, as the dining hall is essential to supporting student life in their activities and special events. In addition, the Manager takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

The work schedule varies greatly and corresponds to the College's operational needs, and as a manager within the department, the Manager of Dining Hall Operations is relied upon to be in contact and/or available during times of emergent or essential need which may occur during evenings and weekends. In addition, the position is designated as providing essential services and may be required to report to work, or remain on duty even when the College is closed.

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#### 2. Principal Duties and Responsibilities:

##### **75% Valentine Dining Hall Operations**

- Manage foodservice operations for the Student Dining program

- Provide leadership, direction, support and guidance to ensure that food quality standards, inventory levels, food safety guidelines, and customer service expectations are met.
- Hire, train, supervise and develop staff in an effort toward continuous improvement
- Create, coordinate, and maintain work schedules to address the needs of the business, as well as review and approve timesheets
- Oversee operational service standards, as well as cash handling procedures and reconciliation
- Oversee repairs and maintenance for equipment and the building
- Evaluate the efficacy of equipment and space utilization

#### **20% Campus Events**

- Develop, plan, and execute large and small scale events in Valentine Dining Hall
- Collaborate and support other events on Campus as needed

#### **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.

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### 3. Internal-External Interaction/Communication:

Frequent interactions and communications such as providing, obtaining, receiving and analyzing information inside and outside of the college.

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### 4. Education: (include certifications and licenses)

#### Required:

- Associate's degree in hospitality, management, business, or culinary arts, or in lieu of a degree, equivalent combination of relevant knowledge, skills, and experience
- 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

#### Preferred:

- Bachelor's Degree in hospitality management or related field
  - Culinary, equipment, and project management experience
  - A valid driver's license and successful credentialing to operate college vehicles
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### 5. Experience: (List specific skills necessary to perform this job)

#### Required:

- 5 years of foodservice management experience
- Strong leadership and supervisory skills and experience
- Proficient in Micro Office Word, Excel, and Access (or experience with another database)

- Strong written and verbal communication, interpersonal, and customer service skills
- Strong understanding of food service equipment, and building and property management
- Demonstrated time management, organizational, and attention to detail skills
- Ability to take initiative, and work independently and collaboratively
- Commitment to and experience working within a diverse community

Preferred:

- 2 or more years of campus dining experience
- Knowledge and experience with sustainability efforts
- Experience with social media and promotional events

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

- Occasional outdoor elements-exposure to fluctuations in temperature and weather conditions
- Exposure to wet floors
- Ascend and descend stairs
- Reaching, squatting, bending, frequent walking and standing
- Visual – normal concentration
- Repetitive motion including fingers, hands and wrists
- Lift, carry, push and/or pull up to 25 lbs.

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7. Decision Making:

Decisions are guided by policies and procedures, with limited involvement from others. Resolves infrequent or serious issues with outcomes that may adversely affect efficiency and operations of the department. Acts as a resource for recurring or systemic problems that require changes to operation or procedures. Solutions require analysis and investigation. Work is moderately complex and involves frequent changes in priorities.

Establishes operating procedures and policies for multiple units within a department.

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8. Supervision Exercised / Received:

Minimal supervision received.

Supervises student, casual and regular positions, and provides instruction and guidance to all direct reports.

Supervisory Responsibility: Yes  X  No \_\_\_\_\_

Number of Employees Supervised:  25

