

## Dining Services Director

---

**Department:** Student Engagement and Auxiliary Services

**Job Status:** Full Time

**FLSA Status:** Exempt

**Reports To:** Dean of Student Engagement and Auxiliary Services

**Positions Supervised:** Dining Services Staff

**Amount of Travel Required:** No travel required

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### Essential Functions Statement(s)

- Responsible for administering all aspects of the food service operations to promote customer satisfaction and to maximize profitability.
- Responsible for establishing standards, procedures, departmental goals, and preparation of Food Service budget.
- Responsible for complete and thorough budget preparation within established budget timelines.
- Manage department's financial affairs effectively, ethically, and innovatively within the constraints of approved budget.
- Responsible for petty cash and credit card access for dining services.
- Maintains and manages cash register and cash handling policies for dining services.
- Oversee operations to meet department goals by decision making process, delegating tasks, and analyzing quality cost control.
- Preparation, in coordination with staff, of daily menu to include breakfast, lunch, and dinner. This will include cooking of daily meals and oversight of meal preparation by other staff members.
- Ensures menu items are diverse to meet a wide variety of food tastes.
- Ensures menu items meet exceptional nutritional and quality standards and a basic understanding of providing options for customers with varying food allergies or sensitivities
- Monitors Food Service activities to ensure that the food produced is professionally served.
- Actively markets and pursues catering opportunities to enhance Food Service profitability.
- Collaborates with Miles Community College staff to provide accommodations for meetings and special events.
- Controls purchase of food and supplies to ensure quality and affordability. Documents meal planning through on-line recipe tools.
- Responsible for the hiring, training, supervising, monitoring, and evaluating Food Service staff.
- Reviews daily staffing pattern to ensure efficient and effective production.
- Reviews and approves employee time cards.
- Promote effective communication between Food Service staff, customers, students, and staff.
- Inspects Food Service equipment to ensure safe and proper operation.
- Responsible for the cleanliness of all tools and equipment used in the kitchen and the dining room.
- Inspects all areas of dining facility and ensures cleanliness.

- Responsible for compliance with all state and federal requirements for retail food establishments.
- Actively participates in Student Engagement and Auxiliary Services Division meetings.
- Reviews all requests for outside food vendors to campus and has the first right of refusal
- Oversight of campus concessions for sporting and campus events.
- Assist with cafeteria maintenance when necessary.
- Responsible for establishing standard operating procedures for all Dining Service employees to follow while on duty including, but not limited to phone use, eating and drinking, and proper hygiene.
- Submits, at a minimum, weekly meal schedules for students to review café' offerings on-line at the College website.
- Other duties assigned.

## **POSITION QUALIFICATIONS**

### **Competency Statement(s)**

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time.
- **Business Acumen** - Understands basic business practices.
- **Change Management** - Communicates changes effectively.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- **Initiative** - Seeks increased responsibilities; Takes independent action.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.
- Assessment - Assesses annual performance and works closing with the institutional research and enrollment management team.

### SKILLS & ABILITIES

**Education:** Minimum of Associates Degree. Applicable work experience may be considered as a substitute for educational requirements. Preference given to Bachelor's in Business Administration, Culinary Arts degree, or related field.

**Experience:** Three to five years (all phases) of food service work.

### Other Requirements

- Considerable knowledge of the principles and practices of modern nutrition and food preparation, quantity cooking, buying, menu planning, and food costs.
- Considerable knowledge of the applicable professional and governmental standards and regulations on institutional food service.
- Proficient in the use of a personal computer including the Microsoft Office suite of applications.
- Must demonstrate management and business related skills including: effective staff scheduling, inventory control, cash management, employee supervisory skills, effective customer service, menu pricing, and marketing skills.
- Strong communication and interpersonal skills that will ensure good public relations with customers, students, and the community are highly esteemed.
- Effective marketing, public relations, leadership, and organizational skills are highly preferred.
- Must be able to work independently and collaboratively to meet food service and campus wide objectives.

**REVIEWED BY** (SUPERVISOR SIGNATURE) \_\_\_\_\_ **DATE** \_\_\_\_\_

**REVIEWED BY** (EMPLOYEE SIGNATURE) \_\_\_\_\_ **DATE** \_\_\_\_\_

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.