

<b>Market Title</b>	Food Service Senior Supervisor	<b>Job Code</b>	101655
<b>Working Title</b>	Assistant Manager – Residential Operations		
<b>Reports to</b>	Dining General Manager		
<b>Department Name</b>	Michigan Dining		

### Department Summary

Michigan Dining comprises nineteen on-campus cafés and markets, nine residential dining halls, Michigan Bakeshop, and the Michigan Catering unit. Our 500 full-time and 1,300 student employees are committed to creative, healthy, and nutritious foods, international cuisines, and sustainability throughout all dining operations.

### Job Summary

Manages and participates in front-of-house and residential and retail operations, and assists with back-of-house operations as needed to support daily dining service operations. Supervises and oversees the activities of student and bargained-for staff engaged in serving meals, servicing retail customers and maintaining cleanliness of all areas of the dining facility.

### Responsibilities

#### Supervision (40%)

- Demonstrates hands-on management, proactive leadership, and the ability to achieve high quality, food sanitation and customer service standards.
- Participates in developing and adjusting student and bargained-for staffing schedules to meet service needs in the most cost-effective manner possible.
- Assigns and reassigns employees to meet daily operational needs; assists in stations as needed.
- Clearly explains and demonstrates work assignments and expectations; conducts ongoing assessment of job performance and provides feedback to ensure high quality food presentation, sanitation, and customer service.
- Participates in the hiring process including interviewing applicants and hiring decisions.
- Participates in the corrective action process; provides coaching, oral and written warnings as needed.
- Assists with training, employee development and unit meetings; works to build morale and emphasize teamwork.
- Assists in overseeing food preparation, presentation, portioning and plating of food served in the unit in consultation with culinary staff.
- Represents Michigan Dining to students, faculty, staff and guests in a positive and professional manner.
- Supervises and participates in catered events in the operating unit or other campus locations.
- Conducts pre-service inspections; continuously monitors stations and dining room throughout the meal service period to be sure they are prepared for service, properly equipped, clean and orderly.

#### Customer Service (30%)

- Ensures appealing presentation and appetizing appearance of food.
- Is knowledgeable about the menu; ensures that food is properly labeled.
- Ensures consistency and quality; oversees adherence to standards, policies and procedures.
- Anticipates addresses and resolves customer service issues.
- Solicits and responds to information from customers; responds to comment cards.
- Informs management about customer service issues and follow-up actions.

#### Administration (15%)

- Performs administrative duties, including payroll, budgeting, billing, and sales, register, product movement, attendance, and equipment maintenance reports.
- Takes inventory and orders food, products, cleaning/other supplies and equipment as assigned.
- Coordinates requests for special functions.
- Operates and maintains food service, card access and point of sale equipment; communicates equipment problems via established protocol.
- Recommends new and/or revised policies, procedures and standards.
- Utilizes CBORD and other system tools.
- Supervises monitors and trains staff on money management policy..

### **Sanitation and Safety (15%)**

- Maintains proper sanitation standards in compliance with regulations, EHS and HACCP policies and U-M standards.
- Assists with oversight of kitchen cleaner staff, including scheduling and assigning tasks.
- Maintains inventory of cleaning products and equipment.
- Monitors and maintains records/equipment for Smart Temps system.

### **Other Requirements:**

- Special projects and other duties as assigned.

## **Qualifications & Position Criteria**

### **Required Qualifications:**

- Associates degree in hospitality management, business administration, dietetics, nutrition, culinary arts, or a related field or equivalent experience which is One to five years of food service experience.
- One year of supervisory experience
- ServSafe certified within 60 days from date of hire as a condition of employment. If the certification is not acquired during the 60-day period, employment will be terminated. Certification must be maintained as a condition of employment.
- Able to legally work in the United States.

### **Desired Qualifications:**

- Bachelor's degree in hospitality management, business administration, dietetics, nutrition, culinary arts, or a related field or equivalent combination of education and experience.
- Two to five years of experience in a large-scale commercial food service operation.
- One to two years of experience as a chef and/or culinary arts training.
- Experience working in a collaborative, team environment with emphasis on customer service.
- High quality standards and knowledge of food service procedures and practices.
- Ability to work effectively with student clientele in high volume, fast-paced environment.
- Excellent verbal and written communication skills; strong interpersonal skills.
- Knowledge of basic computer applications such as word processing, spreadsheet, e-mail and the internet, and the ability to use CBORD Food Service Suite modules or similar menu management systems.
- Ability to coach and motivate others.
- A current Driver's License issued within the United States, Canada or an International License that is translated into English and successfully complete the Motor Vehicle Record Check in accordance with the University of Michigan policy.
- Competencies include:
  - Drive for Excellence
  - Innovation
  - Business and Industry Knowledge
  - Strategic Planning and Leadership
  - Operational Management
  - Fiscal Stewardship
  - Customer Satisfaction and Communication
  - HR Management and Development
  - Working with Diverse Constituencies
  - Sustainability
  - Technology

### **Working conditions**

- Must be flexible and able to adapt to change in a fast-moving, intense work environment.
- Ability to work a flexible schedule with variable weekday hours, some weekends and holidays required.

### **Physical requirements**

Able to maintain a static position for extended periods. Able to assist with events and service in our dining halls, cafes, markets and at catering events as needed. Ability to lift, move and transport objects weighing 25-30 pounds.

**Direct reports**

Supervises Student Staff

<b>Approved by:</b>	<i>Steve Mangan, Senior Director Michigan Dining</i>
<b>Date approved:</b>	<i>September 24, 2018</i>
<b>Reviewed:</b>	<i>September 24, 2018-Erich Geiger</i>