

WARTBURG COLLEGE
POSITION DESCRIPTION

Title of Position – Senior Manager for Retail Dining and Special Events

Preparation Date: August 13, 2018

Function of Position:

Responsible to the Director of Dining Services for assisting with oversight of all functions of dining services, with focus on the management of retail dining and special events.

Principal Duties and Responsibilities:

- 1) Oversee and assist with retail dining and special event operations to ensure quality services and efficient operations. (30%)
- 2) Utilize and assist with implementation and application of computerized systems for food service management including FSS, Micros, GET, Kronos time-keeping and When to Work scheduling systems. Facilitate continuous improvement and use of operational systems, with focus on comprehensive implementation of all systems. (25%)
- 3) Interview, train, schedule, and evaluate staff. Conduct performance counseling and appraisals. Recommend and implement disciplinary actions as required. Direct staff and assist in operations as needed. (10%)
- 4) Coordinate the development and implementation of menus and recipes; calculate and monitor food cost; make pricing recommendations. (15%)
- 5) Maintain and improve service, assist with achieving departmental goals, make recommendations, and implement approved recommendations. (10%)
- 6) Oversee inventory and purchasing in assigned areas. Oversee linen and special event equipment inventories, and retail inventories. Make equipment and supply purchasing recommendations and coordinate general maintenance of assigned areas (5%)
- 7) Update and implement policies and procedures to ensure quality customer service, safety, sanitation, and security measures are developed and followed. (3%)
- 8) Collaborate with Senior Manager for Board Plan Dining and Production to meet operational goals. Serve on management team and aid in determining and implementing policies and procedures for the department. (2%)
- 9) Perform other related duties as assigned.

Supervision:

Employee is responsible for determining own work assignments referring to policies, general objectives and supervisor for guidance. Employee independently devises new methods to meet conditions and confers with supervisor regarding unusual matters.

Minimum Qualifications:

Requires a Bachelor's degree in food and nutrition, hospitality management, food service administration or related degree plus three years of related management experience or a Bachelor's degree and five years related management experience. Must have strong analytical, communication, organizational, computer, and critical thinking skills. Serve safe or FMP certification will be required once on the job if the person does not have a food-related degree.

Physical Abilities:

Walking and standing for long periods, being in warm kitchens, and coolers and freezers, sitting for long periods of time, lifting up to 30 lbs. to assist with work. Ability to communicate verbally and use a computer.

Application Procedure:

Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: hr@wartburg.edu. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until position is filled.

Wartburg College is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from women and members of ethnic and minority groups.