

## **WARTBURG COLLEGE POSITION DESCRIPTION**

### **Title of Position – Retail Supervisor, Konditorei**

#### Function of Position:

Responsible to Senior Manager for Retail Dining and SE for overseeing a retail area, and collaboratively providing assistance in other areas.

#### Principal Duties and Responsibilities :

- 1) Train, schedule and supervise staff. Assist in hiring student/part-time and full-time staff. (23%)
- 2) Track and determine product usage. Order food and supplies. Communicate with other operational areas to ensure quality products and services. (19%)
- 3) Oversee and assist in daily maintenance of the facility and all equipment. (10%)
- 4) Assist with recipe development and ensure that specific recipes and methods of food production are followed. (10%)
- 5) Recommend and assist in development of product promotions and marketing. (5%)
- 6) Assist with waiting on customers, food preparation, service, and clean up. Ensures that customer service and food quality standards are met. Solicit and respond to customer feedback. (14%)
- 7) Utilize Micros, Cbord, FSS, credit card, cash handling and other systems to ensure accuracy of cashiering and other operations. (10%)
- 8) Develop procedures for implementing new products. (5%)
- 9) Assist with analyzing product cost and recommending pricing structures. (2%)
- 10) Ensure compliance of federal, state, and institutional codes and policies. (2%)
- 11) Perform other related duties as assigned.

#### Supervision:

Definite objectives are set up for the employee by the supervisor, requiring the use of a wide range of procedures. The employee plans and arranges his/her own work and refers only unusual cases to the supervisor.

#### Minimum Qualifications:

Requires high school degree, basic math skills, customer service skills, and one year of effective experience.

#### Physical Abilities:

Position involves frequent standing, walking, moving and use of hands, except when on break. Lifting and carrying up to 50 pounds, short distances. Good vision is needed to do most of the work. It can be a noisy environment due to frequent use of espresso machine and blenders. Work pace is determined by business activity level, and deadlines.

**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.