PURPOSE
Manages the day to day culinary operations and is responsible for culinary performance and leadership of staff of assigned unit(s).

RESPONSIBILITIES

Leadership
• Identify, articulate and model values and behaviors that support an organizational culture characterized as inclusive, positive, productive and committed to serving staff and students.
• Serve as a member of the unit’s leadership team.
• Maintain relationships with internal and campus colleagues and stakeholders to foster collaboration and maintain regular feedback loops to ensure awareness of their concerns, policies and/or legal constraints.
• Serve on and encourage others to lead unit teams and lead or serve on Department and professional organization committees.
• Develop and maintain positive and professional relationships with students. Provide outstanding customer service and ensure specialty diets and other nutritional needs are met.
• Participate in weekly culinary planning and/or production meetings, tastings, etc.
• Monitors performance in unit safety, cash handling, customer service and food safety as assigned.
• Identifies and utilizes multiple venues for soliciting customer feedback and respond to complaints, questions and special requests.
• Consults appropriately with HFS Human Resources to ensure that UW, HFS and bargaining unit policies, guidelines are followed in administering progressive, corrective action principles and union contracts are followed in addressing employee performance problems.
• Effective presentation skills that demonstrate preparation, research and delivery that are scaled for small, large and diverse groups.

Operations and Customer Service
• Directs staff on dining operation policies and procedures.
• Maintains proper controls over resources, including cash, inventory and labor.
• Manages the inventory from ordering to utilization, including purchasing, receipt, storage, payment processing, distribution, production and sale.
• Monitors attendance and adjusts staffing to meet daily production needs.
• Establishes and ensures that inventory par levels are maintained to minimize waste; manage the documentation and disposal of waste.
• Ensures that displays, freezers and prep and storage areas are in clean and orderly condition and meet health department standards.
• Identifies and corrects unsafe conditions; such as, poor equipment or work habits that might lead to an accident.
• Utilizes the Online Accident Reporting System (OARS) for every work accident and injury; notifying appropriate authorities and personnel.
- Works with partners in UW Intercollegiate Athletics and student groups in planning special events.

**Fiscal Management**
- Monitors performance of products, services and programs and works collaboratively with vendors to make adjustments as necessary to meet established sales and service goals.
- Contributes to the unit’s business plan and budget in collaboration with Food Services leadership.
- Monitors and reviews reports, including financial statements, production records, staffing schedules and inquiries from the HFS Financial team.
- Contribute to probable causes for budget variances or discrepancies and makes adjustments.
- Ensures that there are appropriate controls on resources, including separation of controls between purchasing, receiving and counting inventory.

**Culinary Focus and Results**
- Develops menus, product consistency, and costs out recipes in collaboration with the campus executive chef and the Administrator.
- Collaborates with the executive chef, onsite management team and Dining Administrator in the development of menus and services.
- Trains staff on food preparation, production and display.
- Designs and implements quality control measures to insure consistent taste, presentation and food safety.
- Ensures that displays and presentations of prepared food, deli items, meat and seafood are attractive and designed to encourage sales, including appropriate labels and signage.
- Monitors performance indicators for production, quality and service and intervenes when necessary to ensure goals are met.
- Develops and implements new concepts and products that align with customer needs, as well as the promotion of campus and HFS activities and events.
- Keeps up with dining trends and communicates new ideas to the leadership team.
- Promotes sales through customer sampling and suggestive selling by creating guidelines and training staff for staff on how to offer samples and suggest ways to prepare and serve items.
- Can provide product information for newsletters, promotions and customer inquiries through the Communication & Marketing department.

**Supervision**
- Identify, articulate and model values and behaviors that support an organizational culture characterized as inclusive, positive, productive and committed to serving staff and students.
- Serve as a member of the unit’s leadership team.
- Maintain relationships with internal and campus colleagues and stakeholders to foster collaboration and maintain regular feedback loops to ensure awareness of their concerns, policies and/or legal constraints.
- Serve on and encourage others to lead unit teams and lead or serve on Department and professional
organization committees.

- Prepares and conducts ongoing and timely performance appraisals for all employees, providing proper performance-based feedback.
- Position must supervise at least 2 FTE to maintain this professional staff exemption and compensation. Typically, this position supervises the unit’s culinary staff.

CBORD

- Under the general direction of the Campus Executive Chef, support the recipe input and validation process for CBORD FSS. This may include drafting recipes following established format and process, answering clarifying questions for Dining Systems team, and performing or facilitating production testing for accuracy.
- Support the recipe input and validation process for CBORD FSS. Write recipes for input following established process, answer clarifying questions for Dining Systems team, and perform or facilitate production testing for accuracy.
- Perform periodic reviews of system data and reports related to recipe costing and production methods to inform decisions related to menu, recipe and pricing changes. Work with Dining Systems team to make updates to system data.
- Review current system data and reports to inform decisions on vendor and product selection.
- Run and/or review system reports to analyze KPIs related to recipe costing, menu mix, and operational compliance with recipe specifications and/or established purchasing practices.

IMPACT TO THE UNIVERSITY
Bay Laurel Catering provides a high-quality dining experience to the UW student athletes, teams and guests.

POSITION COMPLEXITIES
This position oversees the offering and preparation of a variety of meal options for a customer base made-up primarily of student athletes. This position prepares frequently changing menus that takes into consideration diverse dining needs and is inclusive to the needs of all students. This position needs to be mindful of allergens and ensure staff and customers are aware of high-risk ingredients.

WORKING CONDITIONS
While the position is not expected to work all hours of operation, scheduling is to occur in such a way that there is leadership available to staff and customers throughout the hours of operation. In addition, the position is required to be present and visible during special University or HFS events that may occur in the evening and/or weekend.

REPORTS TO
Administrator or Unit Manager

QUALIFICATIONS
Bachelor’s degree in hospitality, business administration or related field or accredited culinary certification and two years of experience that demonstrates experience including:

- Working as a professional chef, applying comprehensive culinary knowledge and leadership skills to planning and execution of menus, recipes and special events
- Providing leadership and supervision to culinary support and service staff including hiring, training, performance management and professional development
- Establishing and maintaining controls for kitchen and food safety and sanitation
- Controlling costs through the use of financial reports, inventory, purchasing and production records and online payroll, budgeting and financial systems
- Communicating effectively one-on-one, in groups and through presentations to live and virtual audiences
- Using Microsoft Office products for communication through MS Teams and Outlook and preparing documents, reports and presentations using Word and Excel

Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.

**DESIRED QUALIFICATIONS**

- Success working in a contemporary college/university dining environment.
- Possession of a valid Washington Driver’s License.

**CONDITIONS OF EMPLOYMENT**

- A satisfactory outcome from the employment reference check processes and education verification.
- Possession of a Washington State Food Handler’s Card.
- ServSafe certification within three months of hire and maintenance of certification thereafter.
- Maintenance of a valid Washington State Driver’s License.