PURPOSE

Manage Pagliacci franchise units located on the University of Washington’s Seattle Campus to ensure brand integrity and compliance.

Leadership 20%

• Model HFS and UW Dining mission and values in the daily execution of work.
• Model compliance with UW policies, procedures, collective bargaining unit agreements and employment programs.
• Fosters positive relationships with our Pagliacci partners and ensures compliance.
• Collaborates with Assistant Director to ensure that goals and objectives are implemented.

Responsibilities 25%

• Promotes and ensures a culture that focuses on the practice of excellent customer service.
• Maintains visibility and accessibility with customers, building managers and staff members (during meal period 80% on floor, 20% in office).
• Ensures that unit work complies with Pagliacci standards of food preparation and service standards.
• Interviews and selects staff, and ensures staff are on-boarded to the work unit and attend required HFS UW trainings.
• Ensures that staff have completed Pagliacci training and certification within established timelines.
• Identifies and utilizes multiple venues for soliciting customer feedback and responds to complaints, questions and special requests.
• Evaluate unit and employee performance regularly and share observations with Assistant Director, contact them directly if there are any issues related to contract compliance.
• Communicates Department goals and objectives to staff and insures that venue activities are in alignment with these goals and objectives.
• Attends Pagliacci and HFS manager meetings and events.

Operations and customer Service 25%

• Maintains Pagliacci quality control standards and measurement.
• Develops and maintains an ongoing cleaning schedule of displays, freezers and prep and storage areas to ensure a consistent level of sanitation and cleanliness to meet health department standards.
• Identifies and corrects unsafe conditions, trains, monitors performance in environmental safety and customer service.
• Maintains security measures to prevent theft and vandalism.
• Utilizes the Online Accident Reporting System (OARS) for every work accident and injury; notifying appropriate authorities and personnel.
• Monitors operations for compliance with sanitation and other food safety standards and takes corrective action when necessary.

Fiscal Management 15%
• Complete staffing plans and budgets by the date specified each year.
• Comply with business plans established during the budget development process.
• Uses fiscal management systems for planning and managing financials, including the CBORD FSS, Questica, Great Plains, and Workday
• Uses CBORD for purchasing, inventory, transfers and service menus.
• Maintains proper controls over resources, including cash, inventory and labor, including separation between purchasing, receiving and inventory management.
• Reports on probable causes for budget variances or discrepancies and make adjustments.

Supervision 15%

• Supervises two managers and up to five classified staff members.
• Provides opportunities and feedback for growth and professional development of two managers.
• Interview and participate in selection of staff, and provide release time for staff to receive onboarding to the UW HFS and complete the required Pagliacci training.
• Develop a strategy for staffing that reflects a mix of skill sets and classified and student staff that is effective in executing the daily operation and complies with the Seattle Secure Scheduling Ordinance and Pagliacci Brand requirements.
• Ensure that staff have completed all appropriate levels of Pagliacci training and certification within established timeline.
• Document interactions about performance, including attendance by summarizing the conversation and direction given. Consult with the Assistant Director before taking formal corrective action.
• Monitors staff attendance and addresses unplanned absences, tardiness and leave without pay.
• Uses Workday on daily basis to review in and out punches and leave requests.
• Conducts in-service training as needed on unit safety, cash handling, food safety, food preparation and/or customer service.
• Schedule regular planning meetings with leads and Assistant Managers to give and receive feedback and solve operational issues.
• Completes annual evaluations for classified staff and professional staff.
• Provides staff with feedback and training to maintain department and Pagliacci customer service standards.

IMPACT TO THE UNIVERSITY

Units offer convenience to campus community for sit-down dining, quick refreshments and grab-and-go meals.

POSITION COMPLEXITIES

Pagliacci has three locations on campus that generate $3 million in annual sales with two managers and 14 classified staff. This position must manage a highly-prescribed franchise units while balancing the business needs of HFS. Pagliacci locations are part of retail and residential dining units and share storage and preparation space.

WORKING CONDITIONS
Manages multiple service locations, travelling to and from the locations is required year-around. Incumbent’s schedule must be flexible to ensure management contact with the assigned units that operate early morning to evening and on weekends. Incumbent’s presence is required to work during peak shifts to facilitate serving customers promptly.

REPORTS TO

Assistant Director, Franchise Brands

QUALIFICATIONS

- Bachelor’s degree in hospitality, business administration or related field.
- Minimum of three years of management experience in the food service industry.
- Excellent interpersonal, organizational, analytical, communication and problem-solving skills.
- Proficiency with Microsoft Office, including, Word, Excel, Outlook, PowerPoint and Project.

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

DESIRED QUALIFICATIONS

- Experience in college or university food services.

CONDITIONS OF EMPLOYMENT

- A satisfactory outcome from employment reference check.
- Washington State Food Card within two weeks of hire and maintenance of thereafter. ServSafe certification within three months of hire and maintenance of thereafter.
- Certification by Pagliacci as a Core Crew Member within a year of hire and maintenance of thereafter.