PURPOSE
Provide leadership, vision and direction for residential and campus retail dining, vending, catering services and athletics dining services.

RESPONSIBILITIES

Strategic Planning
• Articulate an overall vision and mission for UW Dining along with guiding principles that speak to how dining services will be provided to the University community.
• Articulate budget objectives, develop and manage the budget and make necessary revisions.
• Keep abreast of new and emerging trends related to campus dining and provide relevant information to Department leadership.
• Identify annual priorities, associated action plans and measures of success. Provide leadership to the development of strategies for executing the plan.
• Develop viable business models for providing dining services for various groups such as residential students, retail customers, catering customers and special groups.
• Provide strategic direction for the development of new dining delivery methods and venues.
• Utilize assessment data and analysis in decision making for long-term viability of the program.
• Deliver a residential dining experience for students that meets their needs and contributes to their social development and provides opportunities for learning.

Organizational Effectiveness
• Ensure compliance with regulatory mandates pertaining to food safety, kitchen safety and employee training.
• Monitor financial performance and make mid-course adjustments when necessary; incorporate changes to the budget development process when appropriate.
• Ensure the effective use of business systems and the development of effective business processes.
• Oversee the selection of business systems used in conducting operational activities.
• Ensure appropriate staffing levels and position types in achieving the most effective use of human resources.
• Establish guiding principles regarding overall food service operational standards for customer service, quality, portion and price of menu items.
• Ensure that operational assessment is conducted and that resulting data are used in decision making, planning, and process and operational improvements.
• Ensure franchise and sponsorship contract compliance and foster effective working relationships with associated partners.

Leadership
• Identify, articulate and model values and behaviors that support an organizational culture characterized as positive, productive and committed to serving students.
• Set expectations for the delivery of excellent customer service.
• Serve as a member of the Department’s senior leadership team.
• Work collaboratively with other Department functional units that support UW Dining.
• Develop and maintain effective relationships with campus partners.
• Represent the Department on various University committees and direct or serve on Department committees and teams.
• Effectively communicate the vision, mission and value of the campus dining program to a wide variety of audiences including students, prospective students, parents/families, campus partners, campus customers, professional colleagues and the general public.

Supervision
• Supervise the work completed by direct reports, ensuring appropriate productivity and quality.
• Evaluate the work completed by direct reports and provide constructive feedback so as to support success; take corrective action when work performance is not meeting expectations.
• Provide guidance to direct reports on requirements and/or opportunities for learning and professional development.
• Engage when necessary in performance management of employees within the dining organization.

Perform other duties as assigned.

IMPACT TO THE UNIVERSITY
In addition to providing residential dining for on-campus residents, UW Dining provides a wide range of services to other University entities with a variety of needs and expectations. UW Dining also is an active contributor to the educational programming that is provided to students as part of the University experience.

POSITION COMPLEXITIES
This position provides leadership to a diverse dining operation with a high volume of daily transactions and diverse clientele. The position requires attention to the daily operations as well as long-term planning and implementation of strategic initiatives that keep the program viable as a result of high customer satisfaction, effective management of revenues and expenses, and efficient business processes. This high-volume business enterprise must function in an educational setting and meet the varied needs of the campus community including diverse groups of customers, high-profile events and responding to institutional priorities such as sustainability and social justice concerns.

WORKING CONDITIONS
This position works typical business hours Monday through Friday and occasional evenings and weekends to attend meetings and events as well as to monitor operations that offer daily service during extended hours; travel to multiple locations around and near the campus is typical.
SUPERVISORY RESPONSIBILITIES
Direct supervision of five full-time professional staff and indirect supervision of an additional approximately 220 FTE and (on average) 950 student employees.

REPORTS TO
Assistant Vice President for Student Life and Executive Director, Housing & Food Services

MINIMUM QUALIFICATIONS
Bachelor’s degree in a related field and five years of leadership experience in a large food service operation with at least four years of supervisory experience that demonstrates:
• The ability to manage a variety of types of food services within one umbrella organization;
• Exceptional communication skills including public speaking;
• Success in developing relationships with clients and colleagues to achieve goals;
• Effective presentation skills that demonstrate preparation, research and delivery that are scaled for small, large and diverse groups;
• Success using business systems to effectively manage a large, complex operation;
• Success using financial models appropriate for a collegiate food service operation;
• Success establishing and maintaining food service standards related to safety and compliance; and
• Success in setting strategic direction and executing short- and long-term plans.

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

DESIRED QUALIFICATIONS
• Master’s degree in related field
• Seven to ten or more years of experience in food service or a comparable area within hospitality or student affairs
• Experience in higher education food service

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