PURPOSE:
Provide leadership and direction for the management of UW Dining’s Retail operations with 14 locations totaling $12 million in revenue annually.

RESPONSIBILITIES

Strategic Planning
- Participate in UW Dining’s strategic planning and support the execution of the annual goals and priorities.
- Develop and manage the budgets for retail operations, including the operating budget, capital expense budget, budget objectives and revisions.
- Identify annual priorities, associated action plans, and measures of success.
- Develop and oversee implementation of the long-term facility maintenance and renewal.
- Create and sustain development plans for staff.
- Develop and maintain contingency plans for staffing plans during emergency conditions and/or UW closure.

Financial & Organizational Effectiveness
- Plan, develop, and manage implementation of goals and objectives for retail operations.
- Direct the development and execution of dining venues and programs to maintain a high-quality, fiscally responsible and safe environment that meets programmatic and compliance needs.
- Determine the most efficient staffing structure so costs are minimized while providing excellent customer service, sound operating practices and compliance with collective bargaining unit agreements and University personnel policies and procedures.
- Lead the planning and execution of major operational milestones including summer conference service and fall opening.
- Manage operational integration of retail services to ensure consistent staffing, customer service standards and systems coordination.
- Ensure compliance training is relevant, scheduled and executed.
- Serve as the Department liaison with building coordinators and administrators, maintaining effective communications and relationships.
- Respond to increasing or declining sales, create strategies and provide solutions to overcome fluctuations in daily operations.
- Ensure proper controls are in place for inventory, ordering, food safety and point of sale operations.
- Collaborate with HFS Facilities to develop routine and preventive maintenance programs for food service units.
- Use systems, including CBord FSS, Point of Sale, Workday, Humanity and Great Plains for monitoring labor and operational performance indicators.

**Leadership**

- Model application and transfer of knowledge and best practices from one situation to the next.
- Identify, articulate and model values and behaviors that support an organizational culture characterized as positive, productive, inclusive and committed to serving students.
- Conduct weekly meetings with direct reports to plan and integrate HFS and UW Dining information and standards.
- Serve as a member of UW Dining’s leadership team.
- Work collaboratively with other Department units to capitalize on subject matter expertise for planning and operational issues.
- Develop and maintain effective relationships with campus partners.
- Represent the Department on various University committees and professional organizations.
- Lead or serve on Department committees and cross-functional teams.

**Supervision**

- Supervise the work of the West Campus, South Campus and Husky Den Retail Dining Managers ensuring appropriate productivity and quality.
- Establish staffing patterns, schedules, and performance standards.
- Review position descriptions, evaluation materials and training and update as needed.
- Provide ongoing constructive feedback to direct reports in support of their success.
- Ensure proper implementation of Department and University personnel, payroll, and safety policies and procedures.

**SUPERVISION RESPONSIBILITIES**

Direct supervision of four full-time professional staff.
- General Manager (1 FTE)
- Operations Manager (3 FTE)

Indirect supervision of an additional 2 full-time professional staff, 55 full-time food service staff and approximately 500 student employees.

**Special Projects**

- Plan, implement, and direct unit-level special projects including strategic initiatives, major programs, and process improvement efforts.
- Lead the work of cross-functional project teams including planning and setting priorities, resource management, and evaluating progress.
- Represent UW Dining in the planning and delivery of major campus programs and initiatives.
Perform other duties as assigned.

**IMPACT TO THE UNIVERSITY**

This position impacts the University by contributions to the quality of the student experience by providing convenient and relevant menu offerings. The position ensures this by:

- Stewardship of resources, including financial, service, staff, equipment and/or facilities
- Compliance with food safety policies, procedures and guidelines.
- Compliance with human resources and payroll policies and procedures
- Compliance with collective bargaining unit agreements
- Contributing to the Department’s fiscal health through proper management of resources.
- Reduction of health and safety risk through staff training on proper use of products and equipment.