Purposes
Provide leadership and direction for the management of UW Dining’s Residential operations with two dining halls and one satellite location totaling $10 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 residential 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 residential 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.
- Ensure compliance training is relevant, scheduled and executed.
- Serve as the Department liaison with residential 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 residential 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 HFS and 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 Residential Dining Managers and a variety of professional staff, 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.

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.

POSITION COMPLEXITIES

This position is responsible for food service to a diverse audience of students, staff and UW guests. Residential Dining units are located in buildings operated by HFS. The buildings are spread across campus with varying
types of equipment, diverse staffing and a customer base with differing needs in terms of hours of service and menu items.

WORKING CONDITIONS
Position typically works regular weekly office hours. Residential Dining spans early morning to late evening, weekends and holidays; therefore, the position is expected to maintain a presence with operations and staff on all shifts. Additional evening and weekend hours may be incurred to participate in special events and attend to emergencies.

SUPERVISION RESPONSIBILITIES
Direct supervision of six full-time professional staff.

- Operations Manager 2 FTE
- Assistant Manager 2 FTE
- Culinary Manager 2 FTE

Indirect supervision of an additional 2 full-time professional staff, 60 full-time food service staff and approximately 500 student employees.

REPORTS TO
Director of UW Dining

QUALIFICATIONS
Bachelor’s degree in Hospitality or Business Management, Organizational Leadership or a related field and six years of experience that includes successful:

- Business planning that include creation of a pro-forma, culinary research and development, technology, construction/renovation, equipment, staffing and training.
- Financial forecasting, budgeting, and reporting.
- Venue development, from concept to execution.
- Development and execution of memoranda of understanding from the tenant perspective.
- Management practices that reflect a strategic and solution-based orientation and are environmentally sustainable.
- Project management using lean, agile and/or other accepted project management methodologies.
- Presentations to small and large audiences.
- Communication that is delivered through a variety of media, both written and oral and is adapted to the audience, from entry-level staff to senior leadership.
- Management of diverse, service-oriented teams.
- Supervision of professional, culinary and service staff.
- Work in a community-like environment where customers are actively sought for input on programs and services.
- Seeking customer feedback through focus groups, surveys and/or one-on-one conversations.
- Fostering of partnerships and working collaboratively with a variety of stakeholders.
- Leveraging knowledge of national trends and best practices to continuously improve service and offerings.
- Professional growth that reflects an intentional career path of increasing complexity and responsibility.
Equivalent combinations of education and experience may be considered.

CONDITION OF EMPLOYMENT
- A satisfactory outcome from the employment reference check processes and education verification.