

Classification Specification: Food Service Manager

Classification Number: 42415 Pay Grade:
Effective Date: April 14, 2014 Current Exemption Status: Nonexempt

Position Summary

Manages the entire shift operation of University dining facility, including food preparation, service, personnel procedures, office practices and all other administrative functions.

Essential/Primary Duties

- Directs full/part time employees on a particular shift (e.g., classified, temporary, other, etc.).
- Supervises the production of high quality food preparation.
- Supervises service areas, maintaining high quality service to the customers.
- Instructs service line employees on how to serve items, size and price of portion.
- Promotes customer satisfaction by answering questions, solving problems, securing information about BGSU Dining and displaying good public relations.
- Knows and practices all rules, regulations, and principals of food sanitation, personal health and cleanliness, time management, fire prevention, safety, and accident and theft prevention.
- Understands and complies with all cash and accounting procedures.
- Communicates positive values to staff and customers through providing high quality customer service.
- Handles and resolves emergencies.

Experience and Education

Experience

- One to two years related experience required

Education

- High school diploma or GED required

Physical Requirements

Light work: with some physical demands such as continuously lifting/moving materials less than 25 pounds, but rarely moving more than 25 to 50 pounds.

Working Conditions

Work is performed with exposure to any number of elements which may occasionally require some precautions such as safety glasses, protective clothing, ear protection, etc.

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Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of basic computer skills
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence
- Ability to demonstrate culinary skills such as food preparation, seasoning and cooking and proper storage
- Ability to operate various culinary equipment

Supervisory Responsibility

Full-Time

General food service workers, cashiers and other staff

Part-Time

Cashiers

Providing Direction

Full-Time

General food service workers, cashiers and other staff

Part-Time

None

Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.