



Senior Food Service Manager, Retail Job Description

JOB INFORMATION

<i>Job Code:</i>	143235
<i>Job Title:</i>	Senior Food Service Manager, Retail
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Food Service (Non-Union)
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Responsible for overall business operations and strategies for a portfolio of retail partner dining establishments. Plans, develops, and manages overall budgets. Monitors achievement of financial, operational, and guest service goals. Through subordinate managers, ensures a positive overall guest experience, a professional restaurant image, and adherence to all sanitation rules and regulations. Assures multiple retail partner company standards and service levels are being upheld while controlling costs. Responsible for hiring and managing restaurant management staff and visiting individual retail partner dining establishments to ensure appropriate stock levels, cleanliness, and equipment maintenance. Provides expertise on key guest service issues, team staffing and management, and operational policies and procedures.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
	X	7 years	of restaurant/retail experience.

Additional Work Experience

Check here if education may substitute for some of the above work experience.

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience with food planning and preparation, and restaurant purchasing and sanitation.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Human resources and/or office administration experience (e.g., company policies and procedures, staff management, record-keeping).
X		Excellent written and oral communication skills.
	X	Proven experience in management, leadership and/or staff development.
	X	Excellent customer service, interpersonal and organizational skills.

Licenses

<i>Req</i>	<i>Pref</i>	<i>License(s)</i>
X		Valid California driver's license.

Certifications

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
X			ServeSafe food handler's certification, or completion within 90 days of hire date.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Oversees all aspects of food preparation and service. Monitors management responses to customer complaints. Responsible for ensuring the maintenance of a professional restaurant image.				
Responsible for compliance with all best practices for food handling, cleanliness, and overall maintenance of kitchen and dining areas, maintaining currency with all relevant university policies, federal/state/local regulations, and company/franchise standards (e.g., Panda Express).				
Plans, develops and manages complex budgets and strategies for increasing overall sales while minimizing food, beverage, supply, utility, and labor costs. Completes all financial administrative duties (e.g., invoices, reporting, payroll) accurately, on time, and in accordance with company policies. Supervises orders and ensures timely delivery of fresh food and supplies. Collaborates with multiple retail partners to determine and execute efficient provisioning and supply purchasing. Manages portion control and preparation quantities to minimize waste.				
Recruits, screens, hires, trains, and supervises all management staff. Oversees onboarding and orientation of management employees to instill understanding of duties, responsibilities, and company standards. Assigns workloads, setting appropriate deadlines, evaluating employee performance, and providing guidance and feedback. Counsels, disciplines, and/or terminates employees as required. Assesses management staff development needs, promoting educational opportunities and activities.				
Oversees procedures that guard the safety and security of employees, guests, and university assets, and reduce the risk of injury and accidents. Promptly completes required accident reports in the event of a guest or employee injury. Oversees security-related procedures such as opening and closing routines, recognition of duress signals, and key controls. Promotes and maintains standards for security-conscious behavior. Coordinates with the Department of Public Safety on security matters. Ensures dissemination of security-related information to staff.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly,

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name	Signature	Date
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.