### Job Family Summary: Perform or manage the execution and oversight of residential dining and/or retail dining.

<table>
<thead>
<tr>
<th>Job Function: Hospitality and Dining Services</th>
<th>Job Family: Food Services - Professional</th>
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<tbody>
<tr>
<td><strong>Job Title:</strong> Food Services Professional II</td>
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<tr>
<td><strong>Job Title:</strong> Food Services Professional IV</td>
<td></td>
</tr>
<tr>
<td><strong>Job Code:</strong> Y0056P</td>
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<tr>
<td><strong>Job Code:</strong> Y0058P</td>
<td></td>
</tr>
<tr>
<td><strong>Grade Level:</strong> 56</td>
<td><strong>Exemption:</strong> Exempt</td>
</tr>
<tr>
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<td><strong>Effective/Revision Date:</strong> April 2020</td>
</tr>
<tr>
<td><strong>Job Summary</strong></td>
<td><strong>Lead a team of exempt and hourly employees in the successful execution of a multi-unit food operation.</strong></td>
</tr>
</tbody>
</table>

#### Typical Core Duties

**Food Services Professional II**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

**Food Services Professional III**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Manage front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

**Food Services Professional IV**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

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**Function:** Hospitality and Dining Services

**Job Family:** Food Services

**Job Title:** Food Services Professional II

**Job Code:** Y0056P

**Grade Level:** 56

**Exemption:** Exempt

**Effective/Revision Date:** April 2020

**Job Summary:** Provide management support and oversight to a food service operation.

**Typical Core Duties:**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

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**Function:** Hospitality and Dining Services

**Job Family:** Food Services

**Job Title:** Food Services Professional III

**Job Code:** Y0057P

**Grade Level:** 57

**Exemption:** Exempt

**Effective/Revision Date:** April 2020

**Job Summary:** Manage a team of exempt and hourly employees in the successful execution of a food service operation.

**Typical Core Duties:**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

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**Function:** Hospitality and Dining Services

**Job Family:** Food Services

**Job Title:** Food Services Professional IV

**Job Code:** Y0058P

**Grade Level:** 58

**Exemption:** Exempt

**Effective/Revision Date:** April 2020

**Job Summary:** Lead a team of exempt and hourly employees in the successful execution of a multi-unit food operation.

**Typical Core Duties:**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

---

**Function:** Hospitality and Dining Services

**Job Family:** Food Services

**Job Title:** Food Services Professional II

**Job Code:** Y0056P

**Grade Level:** 56

**Exemption:** Exempt

**Effective/Revision Date:** April 2020

**Job Summary:** Provide management support and oversight to a food service operation.

**Typical Core Duties:**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

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**Function:** Hospitality and Dining Services

**Job Family:** Food Services

**Job Title:** Food Services Professional III

**Job Code:** Y0057P

**Grade Level:** 57

**Exemption:** Exempt

**Effective/Revision Date:** April 2020

**Job Summary:** Manage a team of exempt and hourly employees in the successful execution of a food service operation.

**Typical Core Duties:**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

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**Function:** Hospitality and Dining Services

**Job Family:** Food Services

**Job Title:** Food Services Professional IV

**Job Code:** Y0058P

**Grade Level:** 58

**Exemption:** Exempt

**Effective/Revision Date:** April 2020

**Job Summary:** Lead a team of exempt and hourly employees in the successful execution of a multi-unit food operation.

**Typical Core Duties:**

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead front-of-house and back-of-house operations
- Assign and direct the work of a team of exempt, hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed
- Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations
### Basic Qualifications

- Minimum of 2 years relevant work experience
- Bachelor's degree or equivalent work experience required
- Minimum of 5 years relevant work experience
- Supervisory experience
- Bachelor's degree or equivalent work experience required
- Minimum of 7 years relevant work experience
- Supervisory experience

### Additional Qualifications and Skills

- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems

### Certificates and Licenses

### Physical Requirements

- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
- Subject to wet floors, temperature extremes, and excessive noise
- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
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- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
- Subject to wet floors, temperature extremes, and excessive noise

### Working Conditions

- Required to work holidays, nights and weekends
- Required to work holidays, nights and weekends
- Required to work holidays, nights and weekends
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<tr>
<th><strong>Job Summary</strong></th>
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<tbody>
<tr>
<td>Direct all aspects of a multi-unit food service operation division or related support function.</td>
<td>Direct all aspects of a large-scale, complex, or multi-unit food service operation division or related support function.</td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>Typical Core Duties</strong></th>
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<tbody>
<tr>
<td>• Responsible for providing leadership and effective staff management to a multi-unit food service operation, including business development, client relationship management, hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment</td>
<td>• Responsible for providing leadership and effective staff management to a complex, large-scale, multi-unit food service operation, including business development, client relationship management, hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment</td>
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<tr>
<td>• Lead a professional service team in the overall management, preparation and delivery of service in full compliance with all food and occupational safety regulations and customer service expectations</td>
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<td>• Ensure financial viability of the assigned business unit through active development and management of budgets based on realistic goals tailored appropriately to changing financial conditionals both within and beyond the University</td>
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<tr>
<td>• Implement and oversees a robust inventory management program ensuring cost control and mitigation of loss prevention, manages a regular internal audit process and analyzes data, investigate variation and instruct front-line management on appropriate corrective measures</td>
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<td>• Direct administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies</td>
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<td>• Direct the development and implementation of relevant trainings to increase knowledge and ability of waiters, cooks and other kitchen staff</td>
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<td>• Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety</td>
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## Basic Qualifications
- Bachelor's degree or equivalent work experience required
- Minimum of 8 years’ relevant work experience
- Supervisory experience

## Basic Qualifications (continued)
- Bachelor’s degree or equivalent work experience required
- Minimum of 10 years’ relevant work experience
- Supervisory experience

## Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems

## Additional Qualifications and Skills (continued)
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems

## Certificates and Licenses

## Certificates and Licenses (continued)

## Physical Requirements
- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
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## Physical Requirements (continued)
- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
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## Working Conditions
- Required to work holidays, nights and weekends

## Working Conditions (continued)
- Required to work holidays, nights and weekends
**Job Family Matrix**

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<tr>
<td>Provide management support and oversight to a food service operation.</td>
<td>Lead a team of exempt and hourly employees in the successful execution of a food service operation.</td>
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<td>• Manage front-of-house and back-of-house operations</td>
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<td>• Assign and direct the work of a team of hourly and temporary staff to ensure the delivery of excellent service, address staff performance and recommend/deliver corrective actions as needed</td>
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<td>• Assist with monitoring menu and inventory management systems including, but not limited to: ensuring cost control and mitigation of loss prevention, completion of weekly inventory audits; maintenance of appropriate inventory levels based on menu needs, etc.</td>
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<td>• Implement and monitor menu and inventory management systems including, but not limited to: ensuring cost control and mitigation of loss prevention, completion of weekly inventory audits; maintenance of appropriate inventory levels based on menu needs, etc.</td>
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<td>• Ensure kitchen equipment and the physical plant is operational and clean; alert Unit Manager of needed repairs</td>
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<td>• Execute dining hall opening and closing procedures</td>
<td>• Manage dining hall opening and closing procedures</td>
<td>• Implement dining hall opening and closing procedures</td>
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<td>• Assist with the planning and execution catered events</td>
<td>• Solicit, sell, plan and execute catered events; develop and select catering menus in cost efficient, creative ways that meet the needs of the client</td>
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<td>• Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety</td>
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# Job Family Matrix

## Basic Qualifications
- Minimum of 2 years’ relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 5 years’ relevant work experience
- Supervisory experience

## Additional Qualifications and Skills
- Supervisory experience
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems

## Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems

## Certificates and Licenses

## Certificates and Licenses

## Physical Requirements
- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
- Subject to wet floors, temperature extremes, and excessive noise

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- Position frequently involves long hours and widely diverse duties
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## Working Conditions
- Required to work holidays, nights and weekends

## Working Conditions
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## Working Conditions
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### Job Summary

Direct all aspects of a multi-unit food service operation division or related support function.

### Typical Core Duties

- Responsible for providing leadership and effective staff management to a multi-unit food service operation, including business development, client relationship management, hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead a professional service team in the overall management, preparation and delivery of service in full compliance with all food and occupational safety regulations and customer service expectations
- Ensure financial viability of the assigned business unit through active development and management of budgets based on realistic goals tailored appropriately to changing financial conditionals both within and beyond the University
- Implement and oversee a robust inventory management program ensuring cost control and mitigation of loss prevention, manages a regular internal audit process and analyzes data, investigate variations and instruct front-line management on appropriate corrective measures
- Direct administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies
- Direct the development and implementation of relevant trainings to increase knowledge and ability of waiters, cooks and other kitchen staff
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

Direct all aspects of a large-scale, complex, or multi-unit food service operation division or related support function.

### Typical Core Duties

- Responsible for providing leadership and effective staff management to a complex, large-scale, multi-unit food service operation, including business development, client relationship management, hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Lead a professional service team in the overall management, preparation and delivery of service in full compliance with all food and occupational safety regulations and customer service expectations
- Ensure financial viability of the assigned business unit through active development and management of budgets based on realistic goals tailored appropriately to changing financial conditionals both within and beyond the University
- Implement and oversee a robust inventory management program ensuring cost control and mitigation of loss prevention, manage a regular internal audit process and analyzes data, investigate variations and instruct front-line management on appropriate corrective measures
- Direct administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies
- Direct the development and implementation of relevant trainings to increase knowledge and ability of waiters, cooks and other kitchen staff
- Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety
- Ensure compliance with University policies and procedures and applicable legal rules and regulations
## Job Family Matrix

### Basic Qualifications
- Bachelor’s degree or equivalent work experience required
- Minimum of 8 years’ relevant work experience
- Supervisory experience

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<td>• Minimum of 10 years’ relevant work experience</td>
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### Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency
- Operational experience with industrial kitchen equipment (dishwasher, oven, ventilation systems, etc.)
- Operational experience with food service applications and computerized menu management systems

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### Physical Requirements
- Position frequently involves long hours and widely diverse duties
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- Subject to wet floors, temperature extremes, and excessive noise

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