

Job Family Matrix

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| Job Function: Hospitality and Dining Services | | Job Family: Food Services - Professional | |
| Job Family Summary: Perform or manage the execution and oversight of residential dining and/or retail dining. | | | |
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| Job Title: Food Services Professional II | | Job Title: Food Services Professional III | |
| Job Code: Y0056P | | Job Code: Y0057P | |
| Grade Level: 56 Exemption: Exempt | | Grade Level: 57 Exemption: Exempt | |
| Effective/Revision Date: April 2020 | | Effective/Revision Date: April 2020 | |
| Job Summary | | Job Summary | |
| Provide management support and oversight to a food service operation. | | Manage a team of exempt and hourly employees in the successful execution of a food service operation. | |
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| Typical Core Duties | | Typical Core Duties | |
| <ul style="list-style-type: none"> • 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 hourly and temporary staff to ensure the delivery of excellent service; address staff performance and recommend/deliver corrective actions as needed • 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. • Ensure kitchen equipment and the physical plant is operational and clean; alert Unit Manager of needed repairs • Execute dining hall opening and closing procedures • Assist with the planning and execution of catered events • Perform administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies • 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 | | <ul style="list-style-type: none"> • 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 • Manage monitoring of the 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. • Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary • Manage dining hall opening and closing procedures • Solicit, sell, plan and execute catered events; develop and select catering menus in cost efficient, creative ways that meet the needs of the client • Perform administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies • Manage 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 | |
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Job Family Matrix

| Basic Qualifications | Basic Qualifications | Basic Qualifications |
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| <ul style="list-style-type: none"> • Minimum of 2 years' relevant work experience | <ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 5 years' relevant work experience • Supervisory experience | <ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 7 years' relevant work experience • Supervisory experience |
| Additional Qualifications and Skills | Additional Qualifications and Skills | Additional Qualifications and Skills |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | Certificates and Licenses |
| | | |
| Physical Requirements | Physical Requirements | Physical Requirements |
| <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time | <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time | <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time |
| Working Conditions | Working Conditions | Working Conditions |
| <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary | <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary | <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary |

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| Job Function: Hospitality and Dining Services | Job Family: Food Services - Professional |
| Job Family Summary: Perform or manage the execution and oversight of residential dining and/or retail dining. | |
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| Job Title: Food Services Professional V | Job Title: Food Services Professional VI |
| Job Code: Y0059P | Job Code: Y0060P |
| Grade Level: 59 Exemption: Exempt | Grade Level: 60 Exemption: Exempt |
| Effective/Revision Date: April 2020 | Effective/Revision Date: April 2020 |
| Job Summary | |
| Direct all aspects of a multi-unit food service operation division or related support function. | Direct all aspects of a large-scale, complex, or multi-unit food service operation division or related support function. |
| Typical Core Duties | |
| <ul style="list-style-type: none"> • 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 oversees a robust inventory management program ensuring cost control and mitigation of loss prevention, manage a regular internal audit process and analyze data, investigate variation 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 | <ul style="list-style-type: none"> • 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 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 • 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 |

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| Basic Qualifications | Basic Qualifications |
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| <ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 8 years' relevant work experience • Supervisory experience | <ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 10 years' relevant work experience • Supervisory experience |
| Additional Qualifications and Skills | Additional Qualifications and Skills |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | Physical Requirements |
| <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time | <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time |
| Working Conditions | Working Conditions |
| <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary | <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary |

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| Job Function: Hospitality and Dining Services | | Job Family: Food Services – Management | |
| Job Family Summary: Perform or manage the execution and oversight of residential dining and/or retail dining. | | | |
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| Job Title: Food Services Mgt II | | Job Title: Food Services Mgt III | |
| Job Code: Y0056M | | Job Code: Y0057M | |
| Grade Level: 56 Exemption: Exempt | | Grade Level: 57 Exemption: Exempt | |
| Effective/Revision Date: April 2020 | | Effective/Revision Date: April 2020 | |
| Job Summary | | Job Summary | |
| Provide management support and oversight to a food service operation. | | Lead a team of exempt and hourly employees in the successful execution of a food service operation. | |
| Typical Core Duties | | Typical Core Duties | |
| <ul style="list-style-type: none"> • 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 hourly and temporary staff to ensure the delivery of excellent service, address staff performance and recommend/deliver corrective actions as needed • 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. • Ensure kitchen equipment and the physical plant is operational and clean; alert Unit Manager of needed repairs • Execute dining hall opening and closing procedures • Assist with the planning and execution catered events • Perform administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies • 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 | | <ul style="list-style-type: none"> • 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 • Manage the monitoring of the 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. • Ensure kitchen equipment and the physical plant is operational and clean; submit necessary request for repair if necessary • Manage dining hall opening and closing procedures • Solicit, sell, plan and execute catered events; develop and select catering menus in cost efficient, creative ways that meet the needs of the client • Perform administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies • Manage 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 | |
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| Additional Qualifications and Skills | Additional Qualifications and Skills | Additional Qualifications and Skills |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | Certificates and Licenses |
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| Physical Requirements | Physical Requirements | Physical Requirements |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | Working Conditions | Working Conditions |
| <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary | <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary | <ul style="list-style-type: none"> • Ability to work evenings, weekends and holidays as needed • Subject to wet floors, temperature extremes, and excessive noise • Standing and walking for significant amounts of time is necessary |

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| Job Title: Food Services Mgt V | Job Title: Food Services Mgt VI |
| Job Code: Y0059M | Job Code: Y0060M |
| Grade Level: 59 Exemption: Exempt | Grade Level: 60 Exemption: Exempt |
| Effective/Revision Date: April 2020 | Effective/Revision Date: April 2020 |
| Job Summary | Job Summary |
| Direct all aspects of a multi-unit food service operation division or related support function. | Direct all aspects of a large-scale, complex, or multi-unit food service operation division or related support function. |
| Typical Core Duties | Typical Core Duties |
| <ul style="list-style-type: none"> 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 analyze 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 | <ul style="list-style-type: none"> 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 |

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| Additional Qualifications and Skills | Additional Qualifications and Skills |
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| Certificates and Licenses | Certificates and Licenses |
| | |
| Physical Requirements | Physical Requirements |
| <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time | <ul style="list-style-type: none"> • Position frequently involves long hours and widely diverse duties • Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion • Ability to stand for extended periods of time |
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