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| **About This Role:** | The Dining Services Operations Manager, Derby Dining Center, offers the opportunity to be part of a dynamic Dining Services team in a rapidly growing residential dining operation under the Department of Housing and Dining Services. Under the direction of the Unit Director, Derby Dining Center, the Service Manager will will primarily oversee the front-of-the-house functions providing some food production relief functions for a seven-day a week, 12 month facility serving the Derby complex community and campus students, staff, faculty and guests. The Service Manager is responsible for the daily operations of all front-of-the-house food and beverage services and guest relations in a large university dining center. Requires back-of-the-house support as relief for other professional staff and when weekend management is scheduled. Nutrition counseling (if an RD/LD) and assuring food safety for student residents with special dietary needs is a function of the position.  |
| **Why Join Us:** | [**Housing and Dining Services**](http://housing.k-state.edu/) is a large, self-operated auxiliary department serving more than 6,000 students that call the K-State campus home.  This "home away from home" meets more than the basic needs of students living with us — we provide affordable, safe and engaging accommodations for our residents, while finding unique ways to support them in their academic pursuits.  The department is comprised of four functional areas:  dining services; facilities management; student living; and administrative services. Derby Dining Center serves approximately 2000 students three meals per day, six days per week and is one of three self-operated dining centers.  While each of our three residential [**dining centers**](http://housing.k-state.edu/) have unique offerings, all offer quality, affordable dining options for our students and campus guests.   |
| **We Support Diversity and Inclusion:** | Kansas State University embraces diversity and promotes inclusion in every sector of the institution. The university actively seeks individuals whose commitments and contributions will advance the University's dedication to the [Principles of Community.](https://www.k-state.edu/about/community.html) |
| **Duties/****Responsibilities:** | **Management of Service Functions*** Serves on a unit management team of professionals that directs day-to-day operations for serving quality meals to students and guests.
* Directs front-of-the-house activities to include training, directing, and supervising Univesity Support Staff (USS), student staff, and entry-level management personnel in the service of quality food and beverages; building sanitation; and equipment operation and maintenance. Participates in the staff selection processes.
* Participates in the development and review of service related policies, procedures. Ensures compliance to all policies and procedures. Ensures the safe, efficient service of food and beverage.
* In conjunction with other managers, develop and implement training program for service staff to ensure excellent and safe service of food and beverages; including HACCP and food safety programs. Continually evaluates food standards and monitors food for quality and provides feedback to food production managers and staff.
* Serves as mentor and/or instructor to Hospitality Management (HM) and Dietetics (FNDH) student interns and students in HM and FNDH classes.
* Promotes customer service by effectively addressing customer concerns/questions. Evaluates customer satisfaction through feedback. Develops and executes improvement strategies.
* Works closely with special dietary need students to assure their dining experience is satisfactory and their food safety needs are met.
* Assists in food allergy training and process improvement implementation.
* Provides nutrition counseling (if RD/RDN) and assures food safety for student residents with special dietary needs.
* Directs activities in all functional units: service, sanitation and food production when scheduled for week-end management coverage.

**Human Resources*** Promotes positive morale and a safe and healthy work environment. Resolves employee concerns and complaints in a professional and timely manner.
* Assists Student Employee Coordinator in developing and directing student staff by hiring, delegating assignments, scheduling, training, evaluating, disciplining and arbitrating differences. Assists in developing and maintaining up-to-date student employee position descriptions and task lists and in overseeing Unit student employee performance reviews and raise requests.

**Fiscal*** Follows and monitors compliance with established policies and procedures for cash and credit security.
* Requisitions food and supplies for assigned procurement areas. Establish inventory for service areas and maintain appropriate par levels. Assure security of storage and inventory.
* Manages all resources in a fiscally responsible way.

**Special and Catered Events*** Provides leadership in the development of creative marketing and special promotions for activities such as special dinners and residence hall events.
* Works closely with student living staff when joint programs are planned.
* Participates in the planning and execution of special events and catered functions. Supervise and schedule personnel, equipment, and facilities. Coordinates as needed with production manager.

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| **What You’ll Need to Succeed:** | **Minimum Requirements:**Bachelor's degree and three to five years of relevant experience**Preferred Qualifications:*** Bachelor’s degree in Food Service Management/Dietetics
* RD/LD or RD/LD eligible
* Current ServSafe Food Safety Certification
* Food service management experience working in a university dining segment.
* Experience with foodservice cost controls, food and other costs
* Knowledge of food production, food merchandising, and food presentation
* Experience using a menu management system
* Experience in establishing and maintaining successful customer service and employee relationships
* Ability to relate well and work with individuals with diverse backgrounds, perspectives, education and skills.
* Experience with staff training and development
* Effective communication skills, both written and oral expression

**Other Requirements:*** *Ability to work flexible hours including week-ends and evening shifts. Work schedule currently includes every other Saturday and is subject to change.*
* *Applicants must be currently authorized to work in the United States at the time of employment*
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| **How to Apply:** | Click “apply now” at <http://careers.k-state.edu/cw/en-us/job/504210/service-manager>In addition to the online application form, please submit a letter of interest, resume and names and contact information for three professional references. |
| **Screening of Applications Begins:** | Screening begins July 19, 2018 and continues until the position is filled. |
| **Salary Range/ Pay Rate:** | $42,090 - $65,230*\*Minimum Salary for this position is $41,258. Actual salary will be determined based on the candidate’s experience, education, internal equity and departmental funding. Salary offers are typically between the minimum and midpoint of the salary range. The range indicated includes both the typical hiring range and potential future progression.* |
| **Benefits Summary:** | This position is benefits eligible: health insurance, life insurance, retirement plans, tuition assistance program, paid time off – vacation, sick and holidays. To learn more visit: <http://www.k-state.edu/hcs/benefits/> |
| **Equal Employment Opportunity:** | Kansas State University is an Equal Opportunity Employer of individuals with disabilities and protected veterans and actively seeks diversity among its employees. |
| **Background Screening Statement:** | In connection with your application for employment, Kansas State University will procure a Background Screen on you as part of the process of considering your candidacy as an employee. |

