



## **RHODE ISLAND COLLEGE JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 9/22/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Director, Dining and Retail Food Services  
Status: Full time, 35 hours/week, calendar-year appointment  
Grade: 16  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports To: Vice President for Student Affairs

### **PRIMARY PURPOSE:**

The Director is responsible for the efficient and effective administration of all aspects of the dining and retail food operations; serving as the primary source of campus expertise on food and hospitality services; providing vision and leadership in the development of a comprehensive, campus wide food service program which consistently meets the needs and expectations of a diverse college community, while attaining required financial objectives; responsible for establishing and fostering foodservice environments which are aligned with, and contribute to the College's Strategic Plan, Mission, and Goals.

### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

#### Essential Job Functions:

- Responsible for developing a comprehensive food service program for a diverse college community, as well as the vision, goals and leadership for successful attainment.
- Responsible for the management and operations of all Dining Service operations to include Donovan Dining Center, The Cafe, the Galley Cafe, Henry Barnard School Foodservice, Catering Services, Vending Services, Mobile and Special Event Concessions, Quick Mart Convenience Store and retail operations as maybe assigned.
- Responsible for the administration of all Dining Service program components to include Meal Plan Programs, Cash Sales, Catering, HBS Foodservice, retail operations, nutritional services, Conference and Special Events, and mobile kiosks.
- Provides leadership in the formation of policies, procedures and operational guidelines for Dining Service with a focus on customer service and student success, while ensuring adherence to applicable standards and budgetary objectives.
- Responsible for the development and implementation of marketing concepts, services, menus, and pricing guidelines which meet the need and expectations of the College community and positively influence customer satisfaction.
- Responsible for the development of a Nutritional/Dietary Services program component, supporting the unique and diverse needs of the College community.
- Responsible for the management and oversight of more than 50, management, administrative support, food service, and housekeeping personnel.
- Responsible for the identification of workforce needs department-wide, development of job assignments, and plan and direct work of assigned employees in a manner which improves operational effectiveness, customer service, and budgetary objectives.

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- Responsible to implement personnel policies for the department, recommend personnel actions and actively participate in labor relation matters to include all levels of the grievance process.
- Responsible for the development of a highly proficient, professional, and customer centric work force through leadership and training in key areas including but not limited to food preparation, customer service, sanitation, and safety, etc.
- Prepare, administer, and monitor annual operating budget(s); prepare timely cost accounting reports analyzing the budget status and implement operational changes to achieve efficiencies and attain budgetary goals.
- Create and/or monitor computerized sales, menu planning, purchasing, inventory, recipe development, payment and accounting systems to insure operational effectiveness.
- Establish purchasing standards and procedures for the department and oversee the procurement processes for all College Dining Services food and non-food purchases, insuring the appropriate integrity and efficiencies
- Identify and plan for short- and long-term renovation, maintenance and new equipment needs for Dining Service facilities, prepare related reports, and participate on facilities and building committees.
- Evaluate, recommend and oversee branded concepts and/or franchise operations campus wide.
- Advise the Vice President of Student Affairs on the matters pertaining to food service.
- Function as the College's liaison for food service information and nutritional needs for students, faculty, staff, guests and other state departments.
- Serve as the primary designated school official for the USDA Federal Commodities Program, State of RI Food Advisory Panel, the RIDOA Prime Vendor Working Group, and the RIC Food Advisory Committee.
- Exhibit a commitment to professional growth and development through internal and external associations and committees.

### Occasional Job Functions:

Perform other duties and responsibilities as assigned by the Vice President for Student Affairs.

### **REQUIRED QUALIFICATION STANDARDS:**

#### Education:

Bachelor's Degree in business administration, public administration, or related area.

#### Experience:

- A minimum of ten years of progressively responsible experience in the management of a large, complex, high-volume food service operation.
- Demonstrated experience in labor relations, staff development and oversight of more than 50 unionized personnel.
- Demonstrated experience in capital construction projects, renovations, and maintenance related to food service facilities.

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- Demonstrated financial experience successfully administering a budget exceeding 8 million dollars in revenue.

#### Skills, Knowledge and Abilities:

- Demonstrated knowledge of state purchasing procedures, federal and state health laws.
- Working knowledge of computerized menu management, access and inventory systems.
- Working knowledge of computerized ID systems.
- Working knowledge of computerized financial and personnel systems.
- Be creative and innovative in thinking and work habits, with a commitment to diversity, customer service, and student success.
- Proficient with personal computers, printers; word processing, database management and spreadsheet software, including Microsoft Office Systems, CBORD Menu Management System, VISIX, PEOPLESOFT, and POS systems.
- Ability to represent the College positively and effectively with prospective and current students, faculty, staff, alumni, outside agencies and the public.
- Ability to provide strong leadership and a clear vision to staff, as well as implement policies and procedures with a focus on customer service and student success.
- Ability and willingness to develop, maintain, and facilitate professional relationships with all internal and external stakeholders.
- Ability to effectively organize, prioritize, and multi-task in a high volume, fast paced, fluid environment.
- Possess and demonstrate excellent interpersonal, analytical, and written/oral communication skills.

#### License(s) / Certification(s):

- Possess and maintain a current RI Department of Health Food Safety Manager Certification.
- Possess and maintain a valid State of RI Driver's License.

#### **PREFERRED:**

- Master's Degree in business administration, public administration, or related area.
- Bilingual in English / Spanish (fluent in speaking and writing).

#### **ENVIRONMENTAL CONDITIONS:**

The employee is not exposed to known adverse environmental conditions.

**The college requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*