



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

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

Title: Assistant Director, Dining Operations and Readiness  
Status: Full-time, 35 hours per week – Non-Standard Work Schedule  
Grade: 12  
Union Affiliation: PSA @ RIC (Professional Staff Association)  
Reports To: Director, Dining and Retail Food Service

**PRIMARY PURPOSE:**

The Assistant Director, Dining Operations and Readiness, assists the Director in the administration, management, and supervision of operations and readiness for dining facilities, services, and related food activities campus wide, in collaboration with the Dining Management Team. Primary responsibilities include providing an exceptional guest experience, facility and service readiness, Classified and Student staffing, operations, and supervision.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Actively manage dining facilities and service areas, to ensure environments are well maintained, clean, comfortable and engaging to consistently support an exceptional experience for dining guests.
- Provide supervision and direction ensuring all operations are functioning in a manner which consistently delivers the highest level of customer service and is supportive of an exceptional dining experience.
- Perform regular inspections, identify areas requiring improvement, initiate corrective actions, and monitor corrective action statuses until successfully completed.
- Responsible for the scheduling, oversight, supervision, and support of Dining Services housekeeping team as well as the equipment and supplies, training, and adherence to cleanliness and sanitation standards.
- Coordinate with and serve as the Dining liaison for support functions to include Facilities & Operations, Campus Police, Audio Visual, Student ID, as well as non-College service providers including but not limited to fire alarm inspectors, ventilation cleaning, pest control, etc.
- Assist the Director in the development and oversight of Dining Services maintenance, equipment, and repair budget lines as well as the Dining General Maintenance Plan (DGMP) and Dining Capital Improvement Plan (DCIP).
- Identify and coordinate Classified and Student support staffing needs for all services areas, managing scheduling, training, and payroll functions, and serving as the Dining Services liaison to Human, Resource, Payroll, Student Employment, and IT for staff related issues.
- Coordinate and manage Dining Services Classified Staff professional development training program, Student Staff training programs, and assist with department wide food safety training and certification.
- Assist the Director with the management and oversight of the various Dining Service staff related budget lines, as well as the development of short- and long-term staffing plans.

- Identify, initiate, and maintain guest communications in dining facilities and collaborate with campus electronic messaging/monitor contributors to provide dining guests with timely and relevant information.
- Manage the usage of dining facility spaces, to include on line space approvals, coordination with/of on campus service providers, room and support service readiness, as well as post event actions and billing.
- Promote utilization of dining facilities to internal and external users, and analyze space usage/ feedback to identify opportunities for improved guest experiences and increased revenue.
- Prepare, update, and maintain Dining Services operation manuals, plans, and procedures for use by all members of the Dining Management Team.
- Demonstrate a commitment to Dining Services vision of excellence and provide the training, mentoring, and inspiration to support the ability of our team to achieve this vision.

Occasional Job Functions:

Perform other duties of similar responsibility and authority as assigned by the Director, Dining and Retail Food Services.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Bachelor's Degree in Hotel, Restaurant or Institutional Management/Culinary or related field

Experience:

Five years of experience in high volume, college, university or similar Food Service Operation with supervisory and managerial experience

*OR*

In lieu of a Bachelor's degree, high school or GED degree *with* ten years of experience in high volume, college, university or similar food service setting with operational, supervisory and managerial experience

License(s):

Must possess and maintain certification as a Certified Food Safety Manager by the RI Department of Health.

Skills, Knowledge, and Abilities:

- Ability to work non-standard hours to include nights and weekends as required
- Strong communication, organizational and interpersonal skills.
- Ability to effectively manage multiple tasks simultaneously with attention to detail.
- Competence in utilizing various technology applications, electronic communication, word processing, and other related functions.
- Ability to effectively interface with a diverse work force, staff, administrators and guests.

**PREFERRED:**

- Master's Degree in Business Administration, Public Administration or a related field.

- Knowledge of computerized food services systems, to include CBORD, Event Management system (EMS), and VISEX Media appliances or equivalent.
- 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.*