

General Manager- Retail Dining Ops Tufts University

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Posted Feb. 9, 2023, set to expire Dec. 31, 2023

Job Title	General Manager- Retail Dining Ops
Department	Retail Dining Operations
Institution	Tufts University Medford, Massachusetts
Date Posted	Feb. 9, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Dining Services
Job Website	https://jobs.tufts.edu/jobs/18586?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts Dining is a self-operated food service provider managing a comprehensive collegiate dining program on the Tufts University Medford/Somerville and SMFA/Fenway campus, delivering high quality, contemporary and innovative food and hospitality services to meet the various needs of students, staff, faculty, administrators and visitors in a fiscally responsible manner. Our team provides a progressive resident dining program as well as innovative retail services, and a distinctive university catering program serving a campus community comprised of 6000 undergraduates, 2100 graduate students, and 2300 staff, faculty and administrators.

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What You'll Do

- The General Manager of the Retail Dining Operations is responsible for all day-to-day operations including but not limited to effective management of multiple retail dining units including financial accountability, personnel management, staff development, customer satisfaction, marketing and promotional initiatives and program development.
- Provide leadership, driving quality and efficiency in the areas of customer service, food production, menu development, product selection, quality control, sanitation, housekeeping, merchandising, marketing and promotions.
- The General Manager of Retail Dining Operations will be responsible for inventory control, product forecasting, and food and supplies ordering by using Dining FoodPro system, monitor operating procedures, supervise staff, provide hiring and training development as needed, and hold staff accountable. Implement and evaluate products/service offerings.
- The General Manager of Retail Dining will be responsible for compliance with department quality standards and local ordinances and university policies. Will maintain excellent customer service in a high volume pace, and will be able to work under pressure keeping a professional composure.
- They will handle cash appropriately and operate and troubleshoot the department's POS system as needed. Train others to operate the system and learn how to navigate the back of the house POS system.
- The General Manager of Retail Dining will oversee proper merchandising and marketing materials within each unit. Will be responsible for scheduling, and payroll approval using EmpowerTime. Will be responsible for the mobile ordering system of each unit using Transact and QuadPoint Cloud. Other responsibilities include product evaluation and meetings attendance.

What We're Looking For

Basic Requirements:

- Associates degree in business, hospitality or food service management or equivalent combination of education and related work experience required with significant retail marketing experience required.
- 3-5 years of food service management experience with at least five years managing in high volume retail food service required.
- Outstanding interpersonal and organization skills and strong verbal and written communication skills are important. The ideal candidate will possess excellent problem solving and leadership skills and demonstrate professionalism, sophistication, patience and a proven ability to manage stressful situations.
- Work independently and as part of a team, effectively supervise staff and work collaboratively with peers. The ability to allocate and balance resources among multiple outlets is important.
- The successful candidate will be detail-oriented with proven talent in marketing, merchandising, product selection, retail menu development and retail sales and have experience managing retail food service financials and budgets.
- ServSafe Certification.

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Preferred Qualifications:

- Familiar with FoodPro or other automated food production system highly desirable.
- Outstanding communication skills including interpersonal communication, writing, public speaking and presenting.
- Successful experience in a purchasing environment.

Special Work Schedule Requirements:

- Weekends, evening, and some holiday work is expected when classes are in session and periodically during the summer. Schedule is subject to change based on the needs of the business.
- 50+ work week is anticipated during the academic terms.
- Travel will occur in the form of professional development, advanced skills training, or to conduct research.
- While based at the Dining Administration Office, will be expected to visit the dining locations regularly as well as attend meetings on all three campuses.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact