

Assistant General Manager (5235U), Housing & Dining
Services - 69141
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=238797>

Downloaded On: Aug. 10, 2024 9:20am

Posted Jul. 29, 2024, set to expire Nov. 4, 2024

Job Title	Assistant General Manager (5235U), Housing & Dining Services - 69141
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 29, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Dining Services
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Job Description

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Assistant General Manager (5235U), Housing & Dining Services - 69141

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

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transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

In the Division of Student Affairs and under the Residential Student Services Programs portfolio, Berkeley Dining is a self-operated dining program focusing on culinary excellence, social responsibility and supporting the living/learning environment of our customers. With more than 12,000 meal plan holders, Berkeley Dining serves over 5 million meals per year in multiple facilities with a combination of residential "all you care to eat" dining, retail "a la carte" dining, stadium concession, training table, early childhood education meal production and catering. Berkeley Dining services the campus seven days per week, seventeen hours per day employing 450 full and part time staff and approximately 400 Cal student workers across multiple locations.

Application Review Date

The First Review Date for this job is: Tuesday, June 4, 2024

Responsibilities

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Human Resource and Fiscal Management:

- Develops schedules and set staffing levels to meet business need while managing labor costs effectively.
- Closely oversees the day-to-day activities of employees who operate and maintain food production and service areas.
- Adjusts labor schedules and work assignments to match production volume.
- Trains and directs employees in the preparation and service of meals using established food safety guidelines, procedures and quality control. Assigns tasks, checks work areas at frequent interval.
- Ensures staff have knowledge and understanding of event details and specifications as well as any client expectations.
- Maintains and follows appropriate personnel actions within organization.
- Oversees ongoing performance management and staff development including timely staff feedback, setting clear expectations, recognizing outstanding performance, supporting career development, training, writing annual performance evaluations
- Ensures compliance with collective bargaining agreements and personnel policies.
- Supervises and follows approved cash and payment handling policies and procedures.
- Purchases food products and supplies as needed for special events and catering.
- Conducts weekly inventories, making adjustments as necessary to maintain accurate budget information and precise accounting of food and non-food items.
- Maintains and repairs of food production equipment.
- Maintains food, labor and supply cost within budgetary requirements.
- Ensures compliance with cash and payment handling policies and procedures.

Food Production:

- Performs individual tasks related to food service operations such as set-up/break-down, cleaning, and serving.
- Prepares and assists in the production of menu items following department recipes in accordance with departmental policies and procedures.
- Audits, trains, and ensures staff are meeting and adhering all times to quality control; Hazard Analysis and Critical Control Points principles of food preparation, safety and sanitation; and all food service health, safety, nutritional, recipe, policies and guidelines.
- Ensures the highest quality product is served to the customer.
- Manages the maintenance and cleanliness of the food production areas, including the kitchen, service areas, storage areas, receiving, dock, and trash area.

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- Identifies and resolves a wide range of quality assurance issues in creative and imaginative ways.
- Merchandises food as required for location.
- Practices good stewardship with university and customer resources.
- Assists functional unit as needed.
- Operates a campus vehicle for deliveries, etc.

Customer Service:

- Maintains exceptional customer service standards.
- Ensures superior service during all on and offsite catered events.
- Meets and exceeds customer service expectations, anticipating needs and addressing issues.
- Participates in ongoing customer service programs which include personal interaction with customers, responding to customer comments
- Maintains positive client relationship and exhibits a cheerful and helpful attitude.
- Plans, organizes, and manages a variety of special events from set up to clean up both on site and off site as needed.
- Accommodates last minute requests efficiently and courteously.
- Ensures deadlines are met for service and event schedules.
- Completes other duties as assigned and professional development.

Required Qualifications

- Strong knowledge in food service and sanitation regulations.
- Strong verbal and written communication in the English language.
- Active listening, dynamic flexibility, and critical thinking skills.
- Strong decision making and reasoning skills.
- Ability to develop original ideas to solve problems and perform operations analysis and quality control analysis.
- Effective interpersonal and work supervision skills to provide guidance to other personnel.
- Intermediate computer applications skills.
- Ability to work evenings, weekends, and holidays as needed.
- Lead/supervisory experience, preferably in foodservice industry.
- Experienced with cash handling in a retail or restaurant environment.
- Knowledge and experience responding to customer service requests.

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Education/Training:

- High school diploma and/or equivalent certification/experience.

Preferred Qualifications

- Experience with concessions, catering and/or event services.
- 2 years or more supervisory experience in food service or similar operation.
- Exposure or education in sustainability and food security.
- Ability to multitask and delegate to coordinate multiple events at one time.
- Experience in a food service operation at college of university.
- TIPS Training.
- ServSafe Certification or equivalent certification.

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary or hourly range that the University reasonably expects to pay for this position is \$68,000.00 - \$78,000.00.

- This is a 100%, full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is exempt and paid monthly.

How to Apply

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To apply, please submit your resume and cover letter.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Driving Required

A valid driver's license and DMV check for driving record is required.

Diversity Statement

Please include, as part of your application a brief (1-2 paragraph) statement on your contributions to diversity, equity, inclusion, and belonging in your professional experience.

Advancing diversity, equity, and inclusion are fundamental to our UC Berkeley Principles of Community, which states that "every member of the UC Berkeley community has a role in sustaining a safe, caring, and humane environment in which these values can thrive."

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

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The [University of California's Anti-Discrimination policy](#).

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

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Contact Information

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

Contact

N/A

University of California, Berkeley

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