

Food Service Manager (5234U), Berkeley Dining - 75574
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=251848>

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Posted Jan. 20, 2025, set to expire Jun. 30, 2025

Job Title	Food Service Manager (5234U), Berkeley Dining - 75574
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jan. 20, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Dining Services
Apply Online Here	https://apptrkr.com/5939591

Apply By Email

Job Description

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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 14 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.

Position Summary

Involves all aspects of food service operations, including preparation, serving and presentation of food and beverages; dining and serving area set up; cleaning of the facilities, equipment and tableware; greeting customers, checking meal cards and executing transactions.

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Reports to General Manager or Assistant General Manager and may work with Residential Dining, Campus Restaurants & Retail, and/or Catering services, depending on departmental and operational needs. Oversees staff performance management, including conducting regular performance evaluations and providing constructive feedback. Implements progressive discipline procedures as needed, ensuring consistency and compliance with UC Berkeley, HR, ELR, and union practices. Collaborate closely with supervisor and leadership to address performance issues, providing support and coaching to improve employee performance while maintaining a positive work environment. Supervises opening and closing procedures, ensuring operational tasks are completed efficiently and align with short and long-term organizational goals. Plays a key role in maintaining food safety and quality standards to ensure optimal dining experience for all customers. The manager may be assigned to various dining locations based on operational needs and may be required to work mornings, evenings, weekends, or holidays.

Application Review Date

The First Review Date for this job is: January 30, 2025. Applications will continue to be reviewed on a rolling basis until the position is filled.

Responsibilities

- Oversees activities of employees who operate and maintain kitchens, cafeterias, luncheon counters, and restaurants for in-house service in support of residential dining, retail, concessions and/or catering.
- Directs employees to complete services using established food safety guidelines, procedures and quality control.
- Assigns tasks, checks work areas at frequent intervals, and maintains schedules.
- Oversees direction of employees to complete services using established food safety guidelines, procedures and quality control.
- Recognizes and acknowledges outstanding staff performance.
- Responsible for overall maintenance, appearance, sanitation of equipment and facility operation.
- Manage maintenance and preventative maintenance schedule.
- Oversees assignment of tasks, checks work areas at frequent intervals, and maintains schedules.
- Adjust staffing and work assignments to match service volume.
- Audits and ensures compliance of food prep to QA standards and safety/security related to handling and preparation of food.
- Responsible for merchandise security and loss prevention.
- Develops and maintains exceptional customer service standards.
- Participates in ongoing customer service programs.

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- Ensures compliance with cash and payment handling policies and procedures.
- Assists Functional unit as needed, completing special projects as assigned.
- May be required to operate a campus vehicle to transport products across campus to other dining units.

Required Qualifications

Day-To-Day Operations

- Oversees and supervises staff operating and maintaining kitchens, dining areas, dish rooms, beverage stations, cafes, retail stands, and/or stores for residential dining, retail, and/or catering services.
- Ensures quality assurance standards are met across all areas, including beverage preparation and merchandising, to maintain high service levels and customer satisfaction.
- Directs employees to follow food safety guidelines, procedures, and quality control standards & hazard analysis and critical control points (HACCP) systems.
- Assigns tasks, monitors work areas frequently, and adjusts staffing and work assignments based on service volume.
- Assists with auditing food prep processes to ensure compliance with quality assurance (QA) standards and food safety/security guidelines in collaboration with chefs.
- Ensures that loss prevention procedures, policies, and best practices are followed to prevent theft.
- Oversees the cleanliness, appearance, and maintenance of equipment and facilities.
- Manages preventative maintenance schedules.
- Ensures compliance with cash and payment handling policies and procedures.
- Confirms allergen and menu accuracy on assigned stations before service, and as changes are made to the menu.
- Supports customer engagement by collaborating with student teams on various initiatives, including but not limited to supporting special events and pop-up activities.
- Addresses and resolves customer inquiries related to refunds, meal plan usage, and issues related to meal swipes or flex dollars to ensure a seamless customer experience.

Supervision & Team Development

- Supports staff training and coaching to maintain a positive work environment.
- Conducts performance evaluations and provides constructive feedback to help staff improve.
- Monitors employee attendance, addresses issues as needed, and escalates concerns when

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necessary.

- Adheres to labor laws and union contracts, resolving concerns in collaboration with the General Manager and Directors.
- Communicates safety, departmental, and operational information to staff through pre-shift meetings and other communications.
- Collaborates with other supervisors to create professional development opportunities for staff.
- Assists staff with CalNet account and UCPath access to help them retrieve pay stubs, W-2s, benefits, and update contact information.
- Helps staff reset their passwords when necessary.

Administrative Duties

- Ensures cash handling compliance by working with the lead cashier to train and guide cashiers and student staff on proper procedures.
- Adheres to money-handling policies set by the Internal Audit and campus Cashier, including accurate accounting and documentation.
- Completes financial forms, receipts, and deposits as required by cash handling policy.
- Handles special projects assigned by the supervisor and/or Central Dining office, such as review committees for continuous improvement and supporting uniform and shoe distribution.
- Supports training, recruitment, and interviewing processes.
- Maintains service records, employee records, and documentation in accordance with university and departmental policies.
- Runs reports and tracks meal counts.
- Completes assigned tasks for payroll, time-keeping, and time-off requests.
- Coordinates meal voucher and special event oversight, ensuring groups have paid before entry, and communicates with Central Administrative staff if a group does not attend their reservation.
- May be assigned as a student manager to help oversee and manage student staff in the dining location.

Other Duties as Assigned & Professional Development

- May be required to operate a campus vehicle to transport products across campus to other dining units.

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Required Qualifications

- Proven experience in food service or hospitality industry.
- Knowledge of food safety and sanitation, or ability to quickly learn.
- Strong verbal and written communication skills, including active listening, critical thinking, and multitasking.
- Ability to make sound decisions, solve problems, and perform basic operations analysis.
- Working skills to provide effective interpersonal and work supervision guidance to other personnel
- Excellent customer service skills, including handling customer inquiries in a friendly and efficient manner.
- Basic proficiency with Google Suite, or ability to quickly learn.
- Familiarity with inventory and ordering software, or ability to quickly learn.
- Knowledge of financial and cash handling software for tracking deposits, completing financial forms, and ensuring compliance with cash handling policies.
- Scheduling requirements: flexibility in hours, including mornings, evenings, weekends, and holidays, based on operational needs.
- Demonstrated understanding and commitment to fostering a diverse, inclusive, and equitable environment in the workplace.
- Ability to promote and implement DEIBJ principles through daily work and interactions with colleagues and students.

Illness and Injury Prevention Program (IIPP) Statement:

- Provides health and safety training, guidance on safe work practices, provides proper equipment, observes work practices and correct methods, and investigates accidents. Works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions.
- Prior experience in high-volume dining environments, such as university settings, hospitals, or assisted living facilities, or the ability to learn quickly and adapt to a fast-paced setting.

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Education/Training:

- High school diploma or equivalent certification/experience.
- Lead/supervisory experience, preferably in food service industry.

Preferred Qualifications

- B.A. in Food Service Management or equivalent experience desired.
- Prior experience in high-volume dining, including University settings, hospitals, or assisted living facilities
- ServSafe manager 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 full pay scale for this classification is \$56,200.00 - \$95,000.00. The budgeted salary range that the University reasonably expects to pay for this position is \$60,000.00 - \$75,600.00.
- This is an exempt, monthly-paid position.

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- This is a full-time, Career position that is eligible for full UC benefits.

How to Apply

- To apply, please submit your resume and cover letter.

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."

Other Information

- This is not a visa opportunity.
- There are 6 openings for this recruitment.

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.

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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.

Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

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 https://apptrkr.com/get_redirect.php?id=5939591&targetURL=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

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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