

Unit Manager - Carmichael Dining Tufts University

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Posted Jan. 31, 2025, set to expire Dec. 31, 2025

Job Title	Unit Manager - Carmichael Dining
Department	Tufts Dining
Institution	Tufts University Medford, Massachusetts
Date Posted	Jan. 31, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Dining Services
Job Website	https://jobs.tufts.edu/jobs/21338?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 6600 undergraduates, 2100 graduate students, and 2300 staff, faculty and administrators.

What You'll Do

The Unit Manager for Carmichael Resident Dining is responsible for the overall general management of a resident board dining center serving on average over 2000 meals per day, seven days per week. The Unit Manager responsibilities include supervision and on-going

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professional development of the unit's Chef Manager, Assistant Unit Manager, Leads, and hourly staff. The Unit Manager is responsible for P&L management and fiscal accountability, staffing labor to revenue, and personnel management, customer satisfaction, menu management, food production, and program development/execution.

- The Unit Manager provides leadership in the areas of customer service, hospitality, food preparation and service, menu development, procurement, inventory of food, supplies and equipment, quality control, food service sanitation, housekeeping, facility and equipment maintenance, food merchandising, special events management, accounts payable, payroll approval, employee performance management, and external relations.
- The Unit Manager independently monitors daily operations of the assigned unit, supervising staff, identifying problems, and providing solutions while consistently seeking consultation and guidance from senior management as appropriate.
- The Unit Manager collaborates effectively with department administrative specialists and works cooperatively with peers and subordinates to achieve departmental objectives.
- The Unit Manager is responsible for compliance with department policies, procedures and standards, state and municipal regulations, and university policies and procedures.
- As a member of the unit operations management team the Unit Manager is responsible for scheduled hands-on shift supervision as a Manager-on-Duty and works collaboratively with members of the unit management team to deliver the highest quality dining experience every day.

What We're Looking For

Basic Requirements:

- Associate's degree in business, hospitality or food service management or equivalent experience
- 5-7 years of food service management experience with at least 5 years managing a high-volume retail food service required
- Outstanding interpersonal and organizational skills and strong verbal and written communication skills are important
- Demonstrated knowledge of production planning and fiscal management while maintaining high customer satisfaction in a high-volume resident dining program
- Experience with a demonstrated record of teamwork, inclusion, collaboration and partnering

Preferred Qualifications:

- Bachelor's degree in business, hospitality, dietetics, culinary arts, or food service management
- Outstanding communication skills including interpersonal communication, writing, public speaking, and presenting
- Working knowledge of a residential food service program in a college or university
- Working knowledge of automated food productions systems such as FoodPro or CBORD and sophisticated POS systems such as Sequoia, Blackboard or Micros
- ServSafe Certified

Special Work Schedule Requirements:

- Some travel is required for training and seminars to advance professional development
- A 50 hour work week is anticipated during the academic terms
- Some weekends, evening and holiday work is expected when classes are in session and periodically during the summer

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- Dining operates seven days a week, requiring flexibility in scheduling that may change based on business needs

Pay Range

Minimum \$71,050.00, Midpoint \$88,850.00, Maximum \$106,700.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact

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