

Business Dining Administrator Tufts University

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Posted Jul. 2, 2025, set to expire Dec. 31, 2025

Job Title	Business Dining Administrator
Department	Tufts Dining
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 2, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Dining Services
Job Website	https://jobs.tufts.edu/jobs/22023?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 food service program on the Tufts University Medford/Somerville campus, delivering high quality, contemporary and innovative food and hospitality services to meet the various needs of students, faculty, staff and visitors in a fiscally responsible manner. Our team operates a progressive resident dining program for approximately 4500 meal plan holders as well as responsive retail services and a distinctive university catering program serving the campus community of 5600 undergraduates, 2400 graduate students, and 2300 faculty, staff and administrators.

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What You'll Do

The Business Dining Administrator is responsible for overseeing the management, configuration, and optimization of student meal plan systems within SIS and Transact. This role ensures seamless integration of demographic data, accurate financial tracking, and timely implementation of new or modified meal plans as directed by the Dining team. Additionally, the Administrator manages the JumboCash system, resolves discrepancies, and coordinates Campus Cash vendor setup. With a focus on operational efficiency, the Administrator generates automated reports for stakeholders and provides exceptional support to students, parents, and staff regarding meal plan inquiries and adjustments.

Comprehensive Meal Plan Setup and Management:

- Import and configure student meal plans in Transact using data from SIS, including pricing, dates, and demographic information. Update dorm configurations to reflect new residential rooms and exemptions, ensuring accurate meal plan enrollment and board calculations as prior term plans roll over. Monitor and reconcile student meal plan data daily until the new term begins, ensuring students are enrolled and billed correctly. Set up meal plan behaviors such as usage limits across locations, and configure specialized plans, including summer, graduate, faculty/staff 25-meal plans, and additional meal blocks. Manage meal plan purchases from Touchnet by manually adding meals to accounts and assign departmental meal plans to cardholders through Transact.'

POS Equipment Configuration and System Optimization:

- Configure POS equipment and devices by assigning IP addresses and unique identifiers in Transact TSE and Transact Cloud POS, ensuring seamless communication with software systems. Enable and set up mobile ordering by establishing necessary systems and processes.

JumboCash System Oversight:

- Oversee the JumboCash system by ensuring accurate student balances and meal plans, reconciling discrepancies, setting up CampusCash vendors, and troubleshooting issues. Address internal system problems and collaborate with other departments to resolve external challenges efficiently.

Meal Plan Operations, Reporting, and Break Meal Coordination:

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- Reporting: Schedule automated reports in Transact TSE/Cloud POS for stakeholders (Dining, Tax Department, etc.), run ad hoc reports as requested, and compile semester/year-end summaries on meal plan participation, JC/Rhino Bucks deposits, and meal block purchases.
- Data Management: Upload daily cardholder data from the ID Card Office into the Transact TSE system and add new cardholders.
- Accuracy Assurance: Review Dining website and communications to verify meal plan and JC details for accuracy. Set up temporary meal money or JC accounts as directed by leadership.
- Break Meal Coordination: Collaborate with departments and leadership to organize break meals, determine provisions (meal money, JC, Rhino Bucks, or meal plans), gather and share counts with managers, and handle billing details.

Administrative Support and Group Coordination:

- Address student and parent inquiries via email and phone, clearly explain meal plan options, and resolve issues while escalating complex cases as needed. Develop in-depth knowledge of meal plan options to provide accurate support. Manage supply orders through Tufts Marketplace and coordinate group dining arrangements with department teams. Communicate group numbers and processes to dining managers, work with the Accounting Assistant to produce paper tickets, and ensure accurate billing for patron counts. Understand billing practices, including pricing and discounts, to streamline group dining operations effectively.

Summer Session and Group Meal Coordination:

- Collaborate with stakeholders to gather meal plan details, counts, group sizes, and scheduling information for summer sessions, conferences, and groups. Communicate this data to Dining operations staff for planning purposes. Ensure accurate and timely billing for summer groups by working with the Assistant Director of Business Operations to create an automated billing methodology, reducing reliance on manual meal usage interpretation. Leverage existing systems to streamline the determination of meals to be billed.

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired through Bachelor's Degree in Business, Information Technology, or a related field, with a minimum of 5 years of relevant experience.
- Proficiency in Tableau, Microsoft Office (Excel, Word), and Peoplesoft.
- Capability to consolidate data from multiple databases and systems into actionable data sets.

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- Strong analytical skills to gather, evaluate, and summarize diverse information using professional accounting principles.
- Expertise in executing the system business analysis process from inception to completion.
- Effective time management to meet deadlines and manage multiple projects efficiently.
- Exceptional attention to detail to deliver accurate and high-quality results.
- Outstanding written and verbal communication abilities.
- Proven ability to foster relationships across all organizational levels.
- Superior focus on delivering excellent customer service.

Preferred Qualifications:

- Prior experience in a university setting.
- Experience in a business setting using a P/L as a measure of performance

Pay Range

Minimum \$60,000.00, Midpoint \$75,000.00, Maximum \$90,100.00

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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