

## Residential Dining Supervisor Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=262042>

Downloaded On: Sep. 4, 2025 11:05pm

Posted Sep. 4, 2025, set to expire Jan. 17, 2026

<b>Job Title</b>	Residential Dining Supervisor
<b>Department</b>	Tufts Dining
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Sep. 4, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Dining Services
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/22286?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/22286?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### 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 6500 undergraduates, 2100 graduate students, and 2300 staff, faculty and administrators.

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***Dining Centers and Catering are open 7 days a week. Working weekends, evenings, and holidays will be expected.***

### **What You'll Do**

The Residential Supervisor leads and supports food service staff in a fast-paced, high-volume environment, ensuring exceptional customer service and quality food presentation.

- They oversee daily operations including food stations, cashiering, cleaning, and opening/closing procedures.
- Acting as a shift leader, they train and coach front-of-house employees, promote teamwork, and maintain service standards.
- They supervise a union workforce according to CBA guidelines maintaining and atmosphere of teamwork.
- Responsibilities also include POS operation and training, cash handling oversight, inventory support, scheduling assistance, and merchandising.
- The Residential Supervisor works across service areas and adapts to unit needs to deliver an outstanding customer experience.

### **What We're Looking For**

#### **Basic Requirements:**

Knowledge and experience typically acquired by:

- High School Diploma/ GED. Some college preferred
- 1-3 years' supervisory experience in a food service environment, preferably in a union shop
- Must be able to learn and operate the QuadPoint Cloud, Transact, and POS system and train staff in the use of these systems
- Previous experience managing cash handling and daily closeout of sales
- Ability to prioritize, delegate, multi-task as well as troubleshoot and resolve issues in a timely manner
- Must speak and understand English
- Must possess excellent interpersonal skills and be able to effectively communicate and coach others
- Tuft's dining is a hospitality-oriented service provider, all employees are expected to be customer service sensitive

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### **Preferred Qualifications:**

- Prior supervisory experience, union staff exposure, college level education, hospitality background is preferred

### **Work Schedule Requirements:**

- This is an on-site position
- Dining Centers and Catering are open 7 days a week. Working weekends, evenings, and holidays will be expected
- This schedule is typically completed in five days with two days off
- Flexible work arrangements can be amended or terminated by a manager with reasonable notice if work requirements or business needs change

### **Pay Range**

Minimum \$27.30, Midpoint \$32.50, Maximum \$37.70

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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