

General Manager of Retail Dining Operations Tufts University

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Downloaded On: Sep. 11, 2025 2:56pm

Posted Sep. 11, 2025, set to expire Jan. 24, 2026

Job Title	General Manager of Retail Dining Operations
Department	Tufts Dining
Institution	Tufts University Medford, Massachusetts
Date Posted	Sep. 11, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Dining Services
Job Website	https://jobs.tufts.edu/jobs/22334?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 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 General Manager of the Retail Dining Operations provides hands-on management, leadership, and supervision to all facets of the retail dining program with the goal of maximizing customer satisfaction, employee satisfaction and growing sales while minimizing costs and meeting budgetary expectations.

- The General Manager of Retail Dining Operations is responsible for all day-to-day operations, including but not limited to effective management of multiple retail dining units including financial accountability, personnel management, staff development, customer satisfaction, marketing and promotional initiatives and program development.
- Provide leadership, driving quality and efficiency in the areas of customer service, food production, menu development, product selection, quality control, sanitation, housekeeping, merchandising, marketing, and promotions.
- The General Manager of Retail Dining Operations is responsible for inventory control, product forecasting, and food and supplies ordering by using Dining FoodPro system, monitor operating procedures, supervise staff, provide hiring and training development as needed, and holding staff accountable.
- Implements and evaluates products/service offerings.
- The General Manager of Retail Dining is responsible for compliance with department quality standards and local ordinances and university policies.
- Maintaining excellent customer service in a high-volume pace and be able to work under pressure keeping a professional composure.
- Handle cash appropriately and operate and troubleshoot the department's POS system as needed.
- Train others to operate the system and learn how to navigate the back of the house POS system.
- The General Manager of Retail Dining oversees proper merchandising and marketing materials within each unit.
- The General Manager of Retail Dining is responsible for scheduling and payroll approval using EmpowerTime.
- The General Manager of Retail Dining is responsible for the mobile ordering system for each unit using Transact and QuadPoint Cloud.

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- Models a respectful, inclusive and antiracist leadership approach that recognizes the value and contributions of all members of the dining team, supporting university values, culture, and commitment to DEI, Diversity, Equity, Inclusion, and Justice for all.
- The General Manager of Retail Dining assists the Associate Director of Culinary Excellence in executing the department vision, strategic priorities, and budget objectives.
- Other responsibilities include product evaluation, and meetings and trainings attendance.

What We're Looking For

Basic Requirements:

Knowledge and experience typically acquired through:

- Associate's degree in business, hospitality or food service management or equivalent combination of education and related work experience required with significant retail marketing experience required
- 3-5 years of food service management experience with at least five years managing high-volume retail food service required
- Outstanding interpersonal and organizational skills and strong verbal and written communication skills are important
- The ideal candidate will possess excellent problem-solving and leadership skills and demonstrate professionalism, sophistication, patience, and a proven ability to manage stressful situations
- Work independently and as part of a team, effectively supervise staff and work collaboratively with peers
- The ability to allocate and balance resources among multiple outlets is important
- The successful candidate will be detail-oriented with proven talent in marketing, merchandising, product selection, retail menu development and retail sales and have experience managing retail foodservice financials and budgets
- ServSafe Certification

Preferred Qualifications:

- Familiar with FoodPro or other automated food production systems is highly desirable
- Outstanding communication skills, including interpersonal communication, writing, public speaking, and presenting
- Successful experience in a purchasing environment

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Work Schedule Requirements:

- This is an on-site position
- Working Weekends, evenings, and some holiday work is expected when classes are in session and periodically during the summer
- A 50+ hour workweek is anticipated during the academic terms
- Schedule is subject to change based on the needs of the business
- Travel will occur in the form of professional development, advanced skills training, or to conduct research
- While based at the Dining Administration Office, you will be expected to visit the dining locations regularly, as well as attend meetings on all three campuses

Pay Range

Minimum \$72,500.00, Midpoint \$90,700.00, Maximum \$108,900.00

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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