

Associate Director Dining Experience Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=262849>

Downloaded On: Sep. 23, 2025 2:06pm

Posted Sep. 23, 2025, set to expire Feb. 5, 2026

Job Title	Associate Director Dining Experience
Department	Tufts Dining
Institution	Tufts University Medford, Massachusetts
Date Posted	Sep. 23, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Dining Services
Job Website	https://jobs.tufts.edu/jobs/22376?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.

What You'll Do

Associate Director Dining Experience Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=262849>

Downloaded On: Sep. 23, 2025 2:06pm

Posted Sep. 23, 2025, set to expire Feb. 5, 2026

This is a one-year, limited-term position that is benefits-eligible.

Tufts Dining seeks a collaborative and results-oriented leader to join its senior team and strengthen operational performance across residential, retail, and catering business lines. This high-impact role will support initiatives to improve financial margins, optimize labor productivity in a high volume, unionized environment, and revitalize underperforming units – while contributing to culinary innovation and service excellence.

The Associate Director will work closely with the Director of Campus Dining, the Associate Director for Culinary Excellence, and the Associate Director of Catering & Logistics to advance cross-functional projects, enhance operational efficiency, and elevate the overall dining experience. This position will play a key role in rebalancing profitability within the catering unit, aligning logistics and service execution with financial and quality goals.

Essential Functions:

Campus Dining Leadership

Operational Strategy & Margin Support:

- Collaborate with the Director of Campus Dining and Associate Director of Culinary Excellence to support turnaround efforts for underperforming retail venues, including concept redevelopment, cost containment, and customer engagement strategies.
- Assist in analyzing labor productivity and scheduling practices, offering recommendations that align with union guidelines and operational goals.
- Monitor financial performance across dining units and contribute to action plans that improve food cost control and profitability.
- Support implementation of best practices and performance benchmarks across units.

Catering Program & Logistics Collaboration

- Partner with the Associate Director of Catering & Logistics to identify and address inefficiencies in catering operations, staffing and service delivery.
- Co-develop strategies to improve profitability, streamline logistics, and enhance client satisfaction with the campus catering program.
- Collaborate with the Corporate Executive Chef and Central Kitchen team to ensure catering production aligns with quality standards and cost targets.
- Contribute to pricing strategies, service standards, and marketing efforts to grow catering revenue while maintaining consistency and excellence.

Associate Director Dining Experience Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=262849>

Downloaded On: Sep. 23, 2025 2:06pm

Posted Sep. 23, 2025, set to expire Feb. 5, 2026

Cross-Functional Collaboration & Leadership

- Facilitate communication between culinary, retail, residential and catering teams to ensure smooth execution of new concepts and initiatives.
- Collaborate with the Corporate Executive Chef on menu development and food quality initiatives, especially in retail and catering.
- Coach unit managers, general managers, chef managers, and catering leads on business acumen, cost control, and team leadership, fostering a culture of continuous improvement.

Systems & Data Optimization

- Utilize FoodPro, Transact POS, Transact Mobile Ordering, Empower and other systems to monitor performance, identify trends, and support data-informed decision-making.
- Collaborate with finance and procurement teams to ensure accurate forecasting, inventory control, and vendor management.

What We're Looking For

Basic Requirements:

- Knowledge and skills typically acquired through completion of a bachelor's degree.
- 7+ years of progressive leadership experience in high-volume, multi-unit dining operations, preferably in a university setting.
- Strong financial acumen with experience managing food and labor budgets.
- Proven success in menu development, concept creation, and culinary training.
- Excellent communication, leadership, and team-building skills.
- Deep commitment to sustainability, inclusion, and continuous improvement.

Preferred Qualifications:

- CEC or ACF certification.
- Experience with cook-chill operations, kosher food preparation, and food manufacturing systems.
- Experience in unionized environments and in facility renovation or new concept development.

Working Conditions:

Associate Director Dining Experience Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=262849>

Downloaded On: Sep. 23, 2025 2:06pm

Posted Sep. 23, 2025, set to expire Feb. 5, 2026

- Primarily on-site; must be available to work flexible hours, including evenings and weekends during peak service periods (e.g., Matriculation, Graduation, Alumni Reunions).
- Physical demands include standing, lifting up to 50 lbs., walking, and reaching.
- Mental demands include managing multiple concurrent tasks, frequent contact with people, and periods of concentrated attention.

Pay Range

Minimum \$96,500.00, Midpoint \$120,600.00, Maximum \$144,800.00

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

,