Georgia State University

Job Specification

Job Title:  Manager, Food Services

BCAT Code:  09NX76
Pay Grade:  G17  FLSA Status:  Exempt
Effective Date:  June 1, 2011
Revision Date:  July 1, 2013

General Description
Manages the insourced food services, such as residential dining facilities, retail food services, concessions, and catering within the assigned Auxiliary and Support Services operation under the general direction of the Director of Operations and Administration Support.

Examples of Duties
- Develops checklists and monitors insourced Food Services revenue and expenses, inventory, general customer service and employee performance of service areas.
- Assists with preparing, implementing, and monitoring budgets.
- Develops short-term and long-term financial plans and actively participates in strategic planning.
- Assists in the selection and development of menus in accordance with consumer tastes, nutritional needs, ease of preparation, etc.
- Assists in the design, updates, and efficiency of kitchen and service areas, including traffic flow, green initiatives, and overall equipment monitoring and replacement.
- Manages the inventory to ensure that the product levels meet sales demand and limit waste.
- Provides management and internal controls in the administrative management of assigned operations within Auxiliary and Support Services.
- Oversees assigned personnel.
- Develops culinary training programs for food production employees.
- Represents and promotes the interests and mission of Auxiliary and Support Services in various meetings.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of a broad range of office, retail, and food services operations procedures.
- Knowledge of computer operations and standard software packages.
- Knowledge of large scale food production.
- Skilled in managing and training staff in a food service environment.
- Excellent customer service and positive management skills.
- Effective time management and organizational skills.
- Effective presentation skills.
- Excellent verbal and written communication skills.
- Ability to obtain and maintain ServSafe certification.
- Ability to develop effective marketing strategies and techniques.

Minimum GSU Hiring Standards
Bachelor’s degree in Food Services Management, Dietetics, Hospitality Management, Culinary Arts or an appropriate field and five years of supervisory/managerial experience in food services, preferably in a college or university setting; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources  Classification Section