

The University of Akron
Classification Specification

Job Title:	Asst Mgr Dining Services	Job Code:	42541
Job Function:	Staff	Grade:	117
Job Family:	Classified	FLSA:	Exempt
SOC Description:	2000 Finance / Accounting Division	Date:	1/12;1/04;7/99

Job Summary:

Assist in the supervision and operation of the Dining Service Operation. Maintain a high level of customer service while planning menus and controlling the costs of food and beverages.

Essential Functions:

30% Supervise, schedule, and train service staff. Assume full responsibility in the absence of the General Manager, Manager or Business Coordinator.

20% Maintain a high level of customer service to ensure customer complaints are quickly and efficiently resolved.

20% Organize and execute Dining Services events both on premises and off premises.

10% Respond to customer, employee and administrative needs, comments or complaints.

10% Monitor the sanitation and cleanliness requirements.

10% Manage equipment and supply inventory.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

Ability to obtain Serve Safe Sanitation Certificate 6 months after hire date required.

Experience:

Requires a minimum of 2 years experience in the management and supervision of a club, restaurant, catering or food service environment. Basic computer skills and cashier knowledge required. Customer service skills and knowledge of food service regulations required. Ability to perform basic meal planning as well as food and liquor cost control preferred.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.