

Duke University
Division of Student Affairs
Position Description

Official Job Title: Operations Manager, Retail Operations
Working Title: N/A
Job Code/Level/Family: 2709/12/28
Department: Duke Dining Services
Supervisor: Associate Director of Retail Operations, Duke Dining Services
Position Status: Regular, Full-time, Exempt

Nature of Responsibilities:

The Operations Manager, Retail Operations will coordinate with the Dining administrative team to support and carry out the vision and direction for the dining program. They will assist in the oversight of more than 50 contract dining operations grossing \$40M+ annually. These operations include on-campus, off-campus and food truck contracted retail venues. The Operations Manager will assist in maintaining a dynamic dining environment for students, staff, faculty and guests that is innovative, cutting edge and world class.

Specific Duties:

% of Effort

1. Assist in providing leadership to the 14 vendor food locations in the Richard H. Brodhead Center for Campus Life. Oversee the daily operational management for this high-profile building, manage the use of common dining facilities and ensure the success of the shared building's operation. Provide quality assurance of food and beverage service for up to 8,000 guests daily. Areas of management to include the oversight of budgets, health inspections and daily contractor operations for beverage area, dish room, pot wash, trash room, loading dock, door schedule/security, pressure washing/outdoor cleaning, furniture cleaning/maintenance, cleanliness for food safety purposes, furniture removal and reset in conjunction with special events. 30%
2. Ongoing communication to operators and operations performance to Associate Director and Dining Administrative team to ensure proper performance guidelines in accordance with the contract terms. Daily and weekly feedback on performance to vendors, including guest feedback, feedback in forms of social media, communications to Dining electronic accounts, mystery shopping (reports), departmental communications, etc. 15%
3. Support Retail Operations locations with cooperative building management of all buildings with Duke Dining locations, located within them to Duke Facilities Management Department for: hot/chill water shut down, HVAC/electric/plumbing follow up, fire alarm testing, Ansel testing, hood cleaning, grease removal, oil removal, pest management, WCFMD weekly meetings and other areas and maintenance issues as they arise. 10%
4. Provide up-to-date support to Associate Director and Dining maintenance team with guidance to vendor locations to include work order placement and persistent follow up, equipment inventory, small-ware inventories, Dining warehouse storage/equipment/inventory and

equipment surplus. Build and maintain relationships with various departments to provide seamless ongoing open communication between Duke Dining and their teams, work on various new and ongoing projects and events. 10%

5. Aid with maintaining FDA, NC State, Durham County Public Health, and third party (Steritech) inspection standards for food production to include: food handling, cooking, recipes, housekeeping, sanitation, safety and employee hygiene in compliance with appropriate procedures and related health regulations and the Duke Dining CBord food management system. Assist Associate Director in long range strategic and/or operational planning and goal setting through comprehensive operational and financial analysis of existing contract operations and the identification and analysis of new business opportunities. 10%
6. Provide feedback for budget management and oversight, ensuring the dining program meets or exceeds its yearly budget targets. Monitor monthly financial reports to ensure financial goals are achieved. Routinely use established best practices and standard operating procedures to continually monitor, evaluate and update procedures, as well as create additional procedures to assist vendors with daily operations. 10%
7. Maintain schedules for weekly food truck rotation, annual on-campus operational schedule, off-campus vendor operating hours to include: break/holiday/semester When And Where To Eat, food truck annual calendar, check for and update Merchant On Point operation hours to ensure they are within contract guidelines. Ensure correct signage is out and website information is correct for operations. Provide quality assurance for food quality to confirm it exceeds customer expectations, make suggestions and fix issues when experiences do not meet expectations. 10%
8. Stay educated with trends and patterns within the industry and make recommendations for changes to the Duke Dining program. 5%

Perform other related duties incidental to the work described herein.

General Qualifications:

Work requires communication, analytical and organizational skills generally acquired through completion of a bachelor's degree in hospitality management, food service management, or as related to culinary arts, business management or a related field.

Experience:

Work requires a minimum of 3 years of multi-unit management experience within restaurants. OR an equivalent combination of relevant education and /or experience.

Skills:

The preferred candidate will demonstrate a commitment to customer service, familiarity with food management systems and a proven track record of strong management including, but not limited to, budgeting. The preferred candidate will have experience working within the policies and procedures of a large complex organization and a proven track record of their ability to work

collaboratively with diverse internal and external constituencies. The ability to work extended hours, including nights and weekends, proper and polite phone and email etiquette, problem solving and analytical skills, excellent verbal and written communication skills and organizational skills. Must be able to work autonomously and in a team environment. Must be able to prioritize, schedule and adapt daily in an office and operational atmosphere. Must have a valid driver's license and favorable driving record.