

BREVARD COLLEGE

BREVARD, NORTH CAROLINA

Director of Dining Services

Job Description Summary

Brevard College Dining services provides campus-wide food services to students, faculty, and staff on the Brevard College campus and catering events on and off campus. The college serves around 630 residential students with the meal program. The department employs approximately 35 full/part-time and student employees.

Essential Job Duties

This position will be responsible for the daily management of a coffee shop, grill, and main dining hall. Must be committed philosophically and operationally to efficiently delivering high-quality services while being sensitive to the service needs of the Brevard College community. This position will ensure that all standards of excellent customer service and food and drink quality are met while maintaining all policies and procedures. This is a working supervisory position, and all supervisors must lead service during peak periods.

The director will support the daily management of activities and services of all the front-of-house and assist with back-of-house operations to support daily dining service operations.

Responsibilities

- Demonstrates hands-on management, pro-active leadership, and the ability to achieve high quality, food sanitation, and customer service standards.
- Assigns and reassigns employees to meet daily operational needs; assists in stations as needed.
- Clearly explains and demonstrates work assignments and expectations; conducts an ongoing assessment of job performance and provides feedback to ensure high-quality food presentation, sanitation, and customer service.
- Participates in the hiring process, including interviewing applicants and hiring decisions.
- Participates in the corrective action process; provides coaching and oral and written warnings as needed.
- Trains employees to assist with employee development, works to build morale, and emphasizes teamwork.
- Assists in overseeing food preparation and presentation of food served at all events in full consultation with the executive chef.
- Represents Brevard College dining to students, faculty, staff, and guests positively and professionally.
- Supervises and participates in catered events in the dining hall or other campus/community locations.
- Conducts pre-service inspections; continuously monitors stations and dining room throughout the meal service period to be sure they are prepared for service, properly equipped, clean and orderly.

- Ensures appealing presentation and appetizing appearance of food.
- Is knowledgeable about the menu; ensures that food is appropriately labeled.
- Ensures consistency and quality; oversees adherence to standards, policies, and procedures.
- Anticipates, addresses, and resolves customer service issues.
- Solicits and responds to information from customers; responds to comment cards.
- Informs the VP for Student Success about customer service issues and follow-up actions.
- Ensures administrative duties are performed, including payroll, budgeting, billing and sales, and equipment maintenance reports.
- Oversight of inventory and ordering of food, products, cleaning/other supplies, and equipment as needed.
- Coordinates requests for special functions.
- Operates and maintains food service, card access, and point-of-sale equipment; communicates equipment problems via IT.
- Recommends new and/or revised policies, procedures, and standards.
- Maintains proper sanitation standards in compliance with all state and local regulations.
- Special projects and other duties as assigned.

Required Qualifications

- Associate's degree in hospitality management, business administration, dietetics, nutrition, culinary arts, or a related field or equivalent experience.
- One to five years of food service experience.
- One year of supervisory experience.
- ServSafe certified within 60 days from the date of hire. Employment will be terminated if the certification is not acquired during the 60 days.
- Able to legally work in the United States.

Desired Qualifications

- Bachelor's degree in hospitality management, business administration, dietetics, nutrition, culinary arts, or a related field or equivalent combination of education and experience.
- Two to five years of experience in a large-scale commercial food service operation.
- One to two years of experience as a chef and/or culinary arts training.
- Experience working in a collaborative, team environment emphasizing customer service.
- High-quality standards and knowledge of food service procedures and practices.
- Ability to work effectively with student clientele in a high-volume, fast-paced environment.
- Excellent verbal and written communication skills; strong interpersonal skills.
- Knowledge of basic computer applications.

Brevard College, founded in 1853, is a small private, liberal arts college located in the beautiful Blue Ridge Mountains of Western North Carolina. Current enrollment is approximately 750 students. Additional information on the College can be found at www.brevard.edu.

Apply electronically: include a cover letter addressing interest in Brevard College and qualifications for position along with a resume and at least three references. Please send all information to: hr@brevard.edu.

Application review begins immediately, continuing until position is filled. In order to provide a safe and productive learning and living environment, Brevard College conducts background investigations on all candidates considered for employment. Brevard College seeks to recruit and retain a diverse workforce and encourages qualified candidates across all group demographics to apply.