

DIRECTOR, DINING SERVICES

GENERAL DESCRIPTION OF CLASS

Under direction of an administrator, the Director leads and manages the comprehensive operations for the institution. The Director delivers high-quality food services and ensures compliance with regulations, promoting customer satisfaction, and achieving financial sustainability. The Director supervises processes, procedures, and staff associated with Dining Services of the District. The Director demonstrates strategic planning, operational management, and effective staff leadership to meet the dynamic needs of a diverse community of faculty, management, staff, and students.

DISTINGUISHING CHARACTERISTICS

The Director, Dining Services is distinguished by ensuring the financial viability of District Dining Services operations including but not limited to catering and retail services. The Director plans and implements long term goals to enhance customer satisfaction, operational efficiency, and employee development.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Oversees daily operations, including menu planning, procurement, and inventory management. *
2. Manages vendor contracts, negotiates terms, and maintains cost-effectiveness. *
3. Develops and maintains standard operating procedures to ensure service excellence.*
4. Fosters a culture of exceptional customer service across dining services teams. *
5. Implements programs to gather and respond to feedback from students, staff, and other stakeholders. *
6. Promotes dining services through effective marketing and outreach efforts. *
7. Ensures adherence to all local, state, and federal food safety and sanitation regulations. *
8. Develops and enforces health and safety standards for all dining operations. *
9. Prepares and monitors annual budgets, ensuring fiscal accountability. *
10. Identifies cost-saving measures while maintaining service quality. *
11. Oversees cash handling and inventory control procedures to safeguard resources. *
12. Leads, mentors, and evaluates dining services staff, fostering professional development. *
13. Recruits, hires, and onboards team members as needed. *
14. Implements training programs to maintain high standards of service and safety. *
15. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *

16. May serve on a variety of District committees as requested.
17. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- Bachelor's Degree*; **AND**
- Three (3) years of experience associated with the food and/or dining services operations, with at least one (1) year of supervisory experience.
- Food Safety Certification (or the ability to obtain within 6 months of employment with the District.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Bachelor's Degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

DESIRED QUALIFICATIONS:

- Experience in an educational or institutional dining environment.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to hold and maintain a valid driver license 'if and when' travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.
- Food Safety Certification, or the ability to obtain within 4 months of employment; once obtained, must be maintained throughout duration of employment with the District.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Laws and ordinances pertaining to the specific responsibilities of the position.
- Effective cost controls for food, beverage, and staffing costs.
- Budget revenue and expenses.
- Safety and Health regulations.
- Occupational Safety and Health Administration (OSHA).
- Food service management principles, including menu planning, budgeting, and compliance.
- Marketing, social media, and digital tools for service promotion.
- Supervisory and managerial concepts and principles.
- Theories, principles, and best practices in supervision and training of assigned staff.
- Research and evaluation processes and procedures.
- Policy and procedure development and methods of implementation.

- Modern office practices and procedures including technical report writing techniques.
- Modern office technology, including the management of computer software, applications, and that support the area of assignment.
- Motivational techniques in providing leadership to a diverse group of employees.
- Current trends, practices, and regulations affecting the management of public food services, equipment, and products, as well as bookstore sales and retail operations within an educational institution.
- Website maintenance and use of social media platforms to communicate and promote programs and services.
- Budget planning, administration, and oversight methods and techniques.
- Organizational development and administration.
- Staff and program development.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, punctuation, and vocabulary.
- Basic mathematic calculations.
- Composing, proofreading, and preparing correspondence.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Microsoft Office Suite (Word, Excel, Outlook).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.
- Read, understand, interpret, and apply District policies, procedures, rules, regulations, laws, and ordinances pertaining to the specific responsibilities of the position.
- Implement effective controls for food, beverage, and staff costs.
- Monitor assigned budgets to ensure effective operations.
- Maximize food and beverage profitability.
- Investigate and resolve food quality and/or service concerns.
- Set service standards to increase customer satisfaction.
- Monitor trends related to the area of assignment and make adjustments accordingly.
- Analyze, interpret, and ensure compliance with regulations, rules, codes, contracts and applicable laws and apply them to departmental activities and functions.
- Assemble and analyze empirical data for research studies.
- Motivate and provide supervision and leadership to a diverse group of employees.
- Accurately assess staff and student needs.
- Plan and coordinate effective use of facilities and resources to achieve department goals.
- Promote departments and/or programs through the use of social media platforms.
- Modify or enhance products and services to ensure customer satisfaction.
- Comprehend and stay current with the theories and practices of auxiliary services.

- Communicate professionally in challenging situations, exercising tact and diplomacy in dealing with sensitive and complex issues and situations.
- Perform duties in a timely manner despite interruptions.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Prepare and generate a variety of clear, concise, and complex reports and appropriate recommendations.
- Analyze problems and prepare comprehensive and clear recommendations.
- Make required mathematical calculations rapidly and accurately.
- Work with diverse populations.
- Create and make public presentations.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Develop, administer, control, and monitor departmental budgets and expenditures.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Understand and follow oral and written directions.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbent in this class provides supervision and work direction to assigned managers, staff, student workers, student assistants, and/or short-term, temporary employees. The incumbent in this class receives general supervision from the assigned administrator or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist. .

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY EMPLOYER:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion,

Class Code: L325.100

Salary Range – MSC 18 - Exempt

sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.