JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Restaurant Assistant General Manager

Job Code: 7081

Salary Grade: S08

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Responsible for the overall operation, administration, and performance of day-to-day restaurant operations, including cash reporting and payroll, while regularly performing the same or similar duties as frontline staff (e.g., cooking, cleaning, and operating the cash register) in support of business needs.

- Provides information, clarifies policies and procedures, facilitates service delivery, and resolves problems for employees and customers to ensure a positive dining experience.
- Regularly performs hands-on duties including cooking, food preparation, cleaning, restocking, and operating the cash register/point-of-sale system; works alongside staff to meet service demands.
- Assists with deposits, cash reporting, and payroll accuracy. Orders food, beverages, and supplies while operating within budget limitations. Supports cost control efforts, including reducing waste and promoting revenue through upselling and limited-time offerings (LTOs).Enforces sanitation standards and complies with health and legal regulations. Maintains a safe, secure, and healthy facility environment through ongoing training and education of staff. May serve as a liaison for franchise operations, ensuring adherence to all franchise requirements.
- Supervises daily shift operations across front- and back-of-house functions. Organizes schedules and daily staff deployment; monitors workflow and verifies completion of assigned duties.
- Works alongside, schedules, and supervises full-time and student employees, including hiring, training, coaching, disciplining, and conducting performance evaluations. Assesses performance and applies positive discipline and retraining as needed to address performance, conduct, or attendance issues. Supports employee development and ensures alignment with OU Food Services expectations.
- Performs various duties as needed in order to successfully fulfill the function of the position.

Minimum Requirements

Education:

- Bachelor's degree.

Equivalency/Substitution: Experience or a combination of education & related experience can be considered in lieu of degree. A one-to-one ratio is used to determine the number of years of experience required in place of a degree.

Experience:

- 4 years of food service and restaurant supervision experience.

Required Certifications or Licenses:

- A food handler card within 30 days of hiring. Ability to obtain ServSafe Certification within first 12 months of employment.

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Ability to speak, read and write clear, concise English
- Basic math skills
- Ability to accurately read and understand written materials and instructions
- Proficient in Microsoft Office
- Customer service skills
- Detailed oriented for accuracy of data and information
- Highly organized and able to handle multiple projects and deadlines
- Ability to communicate well and build rapport quickly with students, faculty and staff
- Strong initiative to solve problems
- Able to effectively evaluate projects/programs and produce comprehensive reports
- Able to supervise staff and communicate directions and expectations effectively

Working Conditions

Physical:

- Perseverance, both physically and mentally, for fast-paced and demanding responsibilities required. Exposure to disagreeable conditions such as handling greasy, dirty materials, walking on slippery floors, walking or riding between buildings on campus, going in and out of walk-in refrigeration units, etc. Frequent and repetitive arm and wrist movement. Exposure to chemicals and noxious odors. Ability to lift objects up to 50 lbs., and push/pull up to 100 lbs., depending on job assignment. Ability to stand and/or walk for long periods of time. Climb stairs, as necessary, and depending on job assignment, occasionally to frequently. This will be determined by employee's assignment.

  Must be able to engage in repetitive motions. While performing the duties of this job, the employee is regularly required to communicate and use hands and fingers to operate a computer and telephone keyboard.

Environmental:

- Adapt to a large kitchen environment with varying temperatures (-8 to 80 degrees Fahrenheit). Frequent exposure to pressure caused by deadlines and busy periods; requires minimum travel; requires frequent contact with other departments and university officials; must be able to travel around north, south, and main campus or off-campus buildings daily, such as the Health Sciences Center. As essential personnel you may be required to work during university closings. Nights and weekends may apply for any operations especially those operating 24/7.

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