



Restaurant Operations Assistant Manager

Job Code: 8328

Salary Grade: S08

FLSA Status: 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.

Duties and Responsibilities

Responsible for large dining facility restaurant operational oversight and exercising independent judgement regarding significant operation matters such as cost control, staff management, and customer satisfaction.

- Meets Restaurant financial management objectives and provides ongoing feedback regarding financials, especially as it relates to staffing. Assist with payroll accuracy and clarity as well as deposits. Operate within budget limitations.
- Enforces sanitation and departmental policies. Maintain safe, secure and healthy facility environment by establishing, following and enforcing sanitation standards and procedures; comply with health and legal regulations; maintain security systems.
- Provides information, clarifying policies and procedures, facilitating provisions of service and resolving problems for employees and guests. Maintain patron satisfaction. Monitor, evaluate and audit food, beverage and service offerings; initiate improvements; building relationships with team members and guests.
- Responsible for staff to include: recruiting, selecting, orientating, training, scheduling, assigning, coaching, counseling, disciplining and evaluating; communicating job expectations, planning, monitoring, appraising, and reviewing job contributions, planning and reviewing compensation actions, enforcing policies, and procedures. Supervising daily shift restaurant operations. Organizing schedules, shift deployments and verifying staff have learned how to complete job duties to standard.
- Performs various duties as needed in order to successfully fulfill the function of the position.

Minimum Qualifications

Education:

- Required: Bachelors 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.

Certifications or Licenses:

- Requires 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 or dirty materials, walking on slippery floors, walking or riding between buildings on campus, and entering walk-in refrigeration units. Frequent and repetitive arm and wrist movement. Exposure to chemicals and noxious odors. Ability to lift objects up to 50



JOB DESCRIPTION

The UNIVERSITY of OKLAHOMA

lbs. and push/pull up to 100 lbs., depending on job assignment. Ability to stand and/or walk for extended periods. Climb stairs as necessary. 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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