

POSITION DESCRIPTION

POSITION TITLE: Food Service Manager

UPDATED: February 2019

SUPERVISOR'S TITLE: Operations Manager

POSITION PURPOSE

The Food Service Manager is the lead position in the Virginia Zoo food service department. This position oversees all food service functions including: assisting in developing and managing employees, understanding and managing food cost and proper inventory levels, coordinating front-of-house and back-of-house operations and coordinating a successful catering program. Food service facilities include a cafeteria style restaurant, specialty bistro walk-up facility and seasonal satellite locations. The position also assists the Operations Manager in delivering profits by maintaining efficient and effective practices while leading the food service team in delivering impeccable customer service.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- » **Customer Service:** Lead food service team in delivering internal and external customer service with excellence and providing direction that represents the organization's standards of employee conduct and presence. Maintains guest satisfaction by monitoring, evaluating, and auditing food, beverage and service offerings, initiating improvements and building relationships with the entire Zoo staff.
- » **Cash Handling:** Maintains and monitors cash handling procedures. Works within established financial controls with Zoo Operations and Accounting Managers to ensure continued safe and ethical practices.
- » **Daily Operational Functions:** Lead in establishing and enforcing policy and procedures. Maintain proper inventory levels and provide EOM physical inventory count. Approve orders of food & supplies. Ensures proper equipment functionality and reports maintenance issues. Work with Operations Manager on developing and implementing new and innovative menu, items concepts and pricing.
- » **Food Handling Standards:** Maintains safe and compliant health and legal regulations by maintaining neat, clean and organized facilities. Establishes and enforces sanitation standards and procedures set by the Norfolk Health Department.
- » **Staffing:** Recruits, trains, schedules, evaluates and motivates staff.
- » **Catering:** Works with Zoo Operations Manager and Events Department in creating and maintaining catering menus and executing private rental events.
- » **Planning & Budget:** Assist Operations Manager in performing formal as well as informal monthly analysis to evaluate food cost, inventory levels and product performance.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Associates or bachelor's degree in food service or business-related field and food service management certification or significantly equivalent experience.

Qualifications

- » At least 5 years of experience in the management of food service operations and comparable level of staff.
- » Safe Serve certified or certified within 60 days of hire.
- » Exceptional customer service and communications skills that ensure a professional rapport with Zoo visitors, clients, volunteers and staff.
- » Exceptional problem-solving and interpersonal skills.
- » Exceptional understanding of maintaining efficient food cost, appropriate menus (daily, catering, remote & events) and product levels.
- » Relevantly knowledgeable of POS registers/back office, inventory controls, credit card terminals, restaurant equipment and satellite management.
- » Excellent ability to think logically, prioritize and delegate responsibilities when necessary. Effective time-management skills.
- » Ability to assess and adjust labor and product needs to ensure efficiency.
- » Ability to maintain a positive attendance record and to work a flexible schedule, including weekends, holidays and some evenings.
- » Certified Food Service Manager.

SALARY & BENEFITS:

Annual salary of \$30,000 – 42,000, based on experience.

Qualify for paid holidays and PTO (Paid Time Off) based on years of service.

Health, dental, vision, disability, life insurance and retirement plan are offered following a 60-day probationary period.

The Virginia Zoo is an equal opportunity employer.

How to apply

Send your resume and cover letter to Amie.Honey@norfolk.gov

(Please put **Food Service Manager** in the email subject line).

