



DATE ISSUED: 10/05
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Food Services and ID Systems

JOB SUMMARY

Performs accounting and administrative duties in overseeing the contracted food services operation and University ID Systems at Texas Woman's University. Responsibilities include auditing, reporting, processing recommendations, and acting as a liaison for all matters related to food service operations and Omni Access privilege/debit and information system. Work is performed under administrative guidance and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President for Student Life

Supervises: Coordinator, Customer Service, Support Specialist II and Student Assistants

PRIMARY DUTIES - *May include, but not limited to the following:*

Administers the technical, marketing, and accounting aspects of the meal plan programs and University ID Systems.

Maintains records related to food services.

Maintains records related to the University ID Systems-Omni Access privilege/debit and information system.

Facilitates and coordinates the activities of the Food Advisory Board.

Ensures quality of food service and high customer satisfaction.

Reviews customer concerns and resolves complaints.

Monitors food service contract compliance; recommending changes, additions, and deletions.

Evaluates employee training, sanitation, safety, and maintenance practices, merchandising, marketing and promotional strategies.

Reviews and implements State statutes and administrative rules impacting food service operations.

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Randomly performs audits of food service operations, financial controls, and operating statements.
Develops, implements, and administers business procedures for the University ID card system.
Oversees installation of system hardware, wiring, software, and training of users.
Prepares written proposals, reports, documentation, operating manuals, budgets and other materials.
Develops and oversees initial marketing efforts for one card system.
Oversees maintenance of ID card application software packages and performs system software upgrades.
Ensures compliance with university, state and federal policy/procedure mandates.
Facilitates annual contract renewal rates and terms.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

Bachelor's degree in Accounting, Business Administration, or a related area.

EXPERIENCE

Three years of progressively responsible experience in the accounting or management of a food service operation. Additional job related experience may substitute for the required education on a year-for-year basis.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to plan, direct, and evaluate a complex operation, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.

Ability to apply budgetary and fiscal planning techniques within financial constraints.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to communicate effectively -orally, by phone, in person, and in writing.

Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee must be able to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

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The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.