

**Classification: Director-00**  
**Working Title: Sr. Director-Dining Services**

**Title code: 43034**  
**Pay range: 00**

**Employee Name:**

**Position #**

**Department Area:** University Residences & Dining Services / Administration

**Function Statement/Summary of Duties:**

Serves as senior administrator for Dining Services within the department of University Residences & Dining Services, providing oversight and general direction for all traditional dining cafeterias, Ohio Union dining services, café and cart locations, catering, and food service operations at regional campuses and two child care facilities (OSU and Weinland Park); provides administrative direction including long-range planning for the program and facilities, fiscal management, and all contributions to the success of students at Ohio State; manages an overall budget in excess of \$41 million; follows menu trends, denoting customers' needs and feedback, develops and recommends board plans and rates; plans and implements capital projects; performs feasibility studies and makes recommendations on startup, renovation and discontinuation of operations, supports the greater mission of OSU Student Life; assures departmental compliance with internal control policies and practices; reports to Assistant Vice President of Student Life

**Essential Duties:**

35% **Operational:** provides oversight to all food and beverage operations including problem-solving, implementation of new programs and services, staff communications, assessment and reporting; interacts with student, faculty and staff customers in a meaningful and productive way; makes recommendations on the comprehensive dining options offered at The Ohio State University; serves as a liaison to the Hospitality Management degree program.

25% **Long range planning:** determines plans for future facilities and service in conjunction with other Student Life, UR & DS, and university planning processes; evaluates facilities and services relative to academic plan and contributions to a high quality student life; consults widely with student governments, department heads, deans and other university staff.

15% **Budget planning and fiscal management:** revenue and expense budgets; recommends rates for services; develops and expands revenue sources; monitors and approves expenditures.

10% **Human Resource management:** recruits and develops staff, recommends compensation plans and pay adjustments, works with Student Life and UR & DS HR staff to manage labor and employee relations functions.

15% **Other:** a member of the UR & DS senior leadership team; attends meetings; writes reports; assists with other venues, events and initiatives within the university; supports student success; performs other duties as assigned.

**Education/Skills/Experience:**

Bachelors degree in hospitality management or business administration, or equivalent combination of education and experience; minimum 10 years of experience in food and beverage operations management (significant university dining services experience preferred); strong administrative and service management skills required; extensive experience in high volume and superior quality operations; excellent communications skills (spoken and written), demonstrable commitment to students and their success.

**Supervisory responsibilities:**

40 senior level managers  
10 culinary managers (indirect)  
60 full time employees (indirect)  
900 student employees (indirect)

**Emergency Closing Designation (Short-Term): Essential employee** – One who has been designated as critical to the operation of the unit, whose presence is required regardless of the existence of an emergency condition, and whose absence from duty could endanger the safety and well-being of the campus population and/or physical plant. Employees may be designated as essential on a situational basis, e.g., in the event of a snow emergency only, or in the event of a public health crisis. Designations can be changed at any time depending on need. See University Policy 6.17

**Disaster Designation (Long-Term): Essential** employee – One who has been designated as critical to the operation of the unit, whose presence is required regardless of the existence of an emergency condition, and whose absence from duty could endanger the safety and well-being of the campus population and/or physical plant. Employees may be designated as essential on a situational basis, e.g., in the event of a snow emergency only, or in the event of a public health crisis. Designations can be changed at any time depending on need. See University Policy 6.17

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Signature of Incumbent

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Date