

Dining, and Hospitality Job Function

Dining and Hospitality Job Functions

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Dining, and Hospitality Job Function

Grade	Dining/Hospitality	Chef	Catering
55	Dining/Hospitality Management I	No position	Catering Manager I
56	Dining/Hospitality Management II	Chef/Production Management I	Catering Manager II/ Catering Sales Manager
57	Dining/Hospitality Management III	Chef/Production Management II	Catering Manager III
58	Dining/Hospitality Management IV	Sous Chef/ Executive Sous Chef	Catering Manager IV
59	Dining/Hospitality Director	Executive Chef	Catering Director

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Dining, and Hospitality Job Function

Dining and Hospitality Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
55E* or 55N	Dining and Hospitality Management I	<p>Associates degree or equivalent in culinary arts or extensive related experience</p> <p>2+ years of experience in food service and production</p> <p>Supervisory experience</p> <p>ServSafe or other food service safety certification preferred</p>	<ul style="list-style-type: none"> • Responsible for the oversight of front-of-house operations and assists with back-of-house. • Maintains a high level of customer satisfactions and quality standards • Assists with training, employee development, and unit meetings. • Supports the needs of a diverse workforce. • May assist in interviewing process. • Assures compliance with bargaining unit agreement. • Provides appropriate progressive discipline. • Conducts daily pre-meal meetings with staff in conjunction with Unit Manager. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Assists Chef/Production Manger in monitoring all aspects of food quality, including quantity and adherence to established menu. • Ensures inviting presentation and appetizing appearance of food on the line. • Executes dining hall opening and closing procedures. • Assists in administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies. 	<p>IMPACT Some impact on operations, resources, or University’s reputation</p> <p>SCOPE Provides comprehensive management for the front of house operation at a single location</p>	<p>RECEIVED: Under General Direction: Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. The incumbent has discretion to make decisions within the scope of his/her responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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Dining and Hospitality Job Family

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56	Dining and Hospitality Management II	<p>Associates degree or equivalent in culinary arts or extensive related experience</p> <p>3+ years of experience in food service and production</p> <p>Supervisory experience</p> <p>ServSafe or other food service safety certification preferred</p>	<ul style="list-style-type: none"> • Responsible for the oversight of front-of-house operations and assists with back-of-house. • Maintains a high level of customer satisfactions and quality standards • Assists with training, employee development, and unit meetings. • Supports the needs of a diverse workforce. • May assist in interviewing process. • Assures compliance with bargaining unit agreement. • Provides appropriate progressive discipline. • Conducts daily pre-meal meetings with staff in conjunction with Unit Manager. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Assists Chef/Production Manger in monitoring all aspects of food quality, including quantity and adherence to established menu. • Ensures inviting presentation and appetizing appearance of food on the line. • Executes dining hall opening and closing procedures. • Assists in administrative duties, including inventory, payroll, budgeting, calendars, 	<p>IMPACT Moderate impact on operations, resources, or University’s reputation</p> <p>SCOPE Provides comprehensive management for the front of house operation at a large facility or for multiple locations</p>	<p>RECEIVED: Under General Direction: Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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57	Dining and Hospitality Management III	Bachelor’s degree or extensive related experience Certification in culinary arts Supervisory experience 5+ years of experience ServSafe or other food service safety certification preferred	<ul style="list-style-type: none"> • Responsible for unit’s overall operating procedures including food costs, inventory control, record keeping, food quality and presentation, forecasting, and accuracy of automated foodservice system. • Supervises staff consisting of managers and hourly employees. • Represents HUDS to students, House Masters, faculty, staff, guests and the community, and responds to their needs in a positive and professional manner. • Prepares and assumes fiduciary responsibility for fiscal year budget. • Hires and trains staff. • Supports the needs of a diverse work environment. • Provides appropriate progressive discipline. • Assures compliance with bargaining unit agreement. • Oversees ordering and receiving of food and supplies; plans menus for special events; monitors food presentation and service. • Maintains and replaces equipment as necessary. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Responsible for location safety and security. 	<p>IMPACT Significant impact on operations, resources, or University’s reputation</p> <p>SCOPE Typically provides oversights for a single location</p>	<p>RECEIVED: Under Limited Direction: Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p> <p align="center">AND/OR</p> <p>Manages: Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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Dining, and Hospitality Job Function

			<ul style="list-style-type: none">• Ensures detailed record keeping and documentation for all aspects of the operation.		
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Dining and Hospitality Job Family

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58	Dining and Hospitality Management IV	Bachelor's degree (or extensive related experience) 7+ years of experience Supervisory experience ServSafe or other food service safety certification preferred	<ul style="list-style-type: none"> • Responsible for unit's overall operating procedures including food costs, inventory control, record keeping, food quality and presentation, forecasting, and accuracy of automated foodservice system. • Supervises staff consisting of managers and hourly employees. • Represents HUDS to students, House Masters, faculty, staff, guests and the community, and responds to their needs in a positive and professional manner. • Prepares and assumes fiduciary responsibility for fiscal year budget. • Hires and trains staff. • Supports the needs of a diverse work environment. • Provides appropriate progressive discipline. • Assures compliance with bargaining unit agreement. • Oversees ordering and receiving of food and supplies; plans menus for special events; monitors food presentation and service. • Maintains and replaces equipment as necessary. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Responsible for location safety and security. • Ensures detailed record keeping and documentation for all aspects of the operation. 	<p>IMPACT Significant impact on operations, resources, or University's reputation</p> <p>SCOPE Typically provides oversight for large facility or for multiple locations</p>	<p>RECEIVED: Under Limited Direction: Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p>GIVEN: Manages: Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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Dining and Hospitality Job Family

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59	Dining and Hospitality Director I	Bachelor's degree (or extensive related experience) 8+ years of experience Supervisory experience ServSafe or other food service safety certification preferred	<ul style="list-style-type: none"> Responsible for strategic planning of a dining department/unit Develops business and operating plan Develops budget Sets up a cost control and pricing system for menu items for budgetary control Analyzes and introduces new methods to increase productivity as well as quality through strategic planning and recommends changes as needed to achieve greater effectiveness or in response to changing demands Supports front line supervisors to promote employee knowledge and skill development through attending In-house and external programs. Develops and/or approves and enforces sanitary & safety standards for food handlers 	<p>IMPACT Substantial impact on operations, resources, or University's reputation</p> <p>SCOPE Typically provides oversight to a specific department (catering, retail, residential)</p>	<p>RECEIVED: Under Limited Direction: Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p>GIVEN: Manages: Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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Dining, and Hospitality Job Function

Chef Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
56	Chef/ Production Management I	3+ years of formal chef training or extensive related experience. 3+ years of experience, with some supervisory experience required ServSafe or other food service safety certification preferred	<ul style="list-style-type: none"> Oversees all aspects of food production and special events preparation. Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. Supervises and trains culinary staff and unit receiver. Observes religious, physical and preferential dietary restrictions as required. Aids in recipe writing and seasonal menu development. Utilizes and maintains a computerized food program. Monitors budgeted food and labor costs and accurate weekly inventory. Conducts daily meetings with culinary and general staff. Supports the needs of adverse work environment. Provides appropriate progressive discipline Assures compliance with bargaining unit agreement. 	<p>IMPACT Some impact on operations, resources, or University's reputation</p> <p>SCOPE Provides comprehensive culinary management for a single location (back of the house)</p>	<p>RECEIVED: Under General Direction: Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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Dining, and Hospitality Job Function

Chef Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
57	Chef/ Production Management II	4+ years of formal chef training or extensive related experience 5+ years of experience and 3 years chef experience with some supervisory experience ServSafe or other food service safety certification preferred	<ul style="list-style-type: none"> • Oversees all aspects of food production and special events preparation. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Supervises and trains culinary staff and unit receiver. • Observes religious, physical and preferential dietary restrictions as required. • Aids in recipe writing and seasonal menu development. • Utilizes and maintains a computerized food program. • Monitors budgeted food and labor costs and accurate weekly inventory. • Conducts daily meetings with culinary and general staff. • Supports the needs of adverse work environment. • Provides appropriate progressive discipline • Assures compliance with bargaining unit agreement. 	<p>IMPACT Moderate impact on operations, resources, or University’s reputation</p> <p>SCOPE Provides comprehensive culinary management for a large facility or multiple locations (back of the house)</p>	<p>RECEIVED: Under General Direction: Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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Dining, and Hospitality Job Function

Chef Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
58	Sous Chef/ Executive Sous Chef	<p>Culinary Degree required or extensive related experience</p> <p>CCE or ACF affiliation preferred</p> <p>7+ years of culinary management experience</p> <p>Serv Safe or other food service safety certification preferred</p>	<ul style="list-style-type: none"> Assists Executive Chef in developing new and creative programs designed to meet the diverse culinary preferences of college students. Helps to develop menus and recipes for standard cycle and special events. Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. Assists staff, as needed, with preparation and presentation of special events. Responsible for planning and facilitating weekly food production meeting. Motivates, inspires and influences a large team in a highly decentralized environment. Supports the needs of a diverse work environment. Provides appropriate progressive discipline. Collaborates with FoodPro Administrator and Procurement office to ensure accurate item specifications, menus, recipes and inventory. Collaborates with University dietitian in assisting students with allergies and special dietary needs. Assures compliance with bargaining unit agreement. Represents HUDS to students, faculty, staff and guests in a positive and professional manner. 	<p>IMPACT Significant impact on operations, resources, or University's reputation</p> <p>SCOPE Typically assists in providing oversight to a specific department (catering, retail, residential)</p>	<p>RECEIVED: Under Limited Direction: Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are occasionally reviewed upon completion</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p> <p>Manages: Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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Dining, and Hospitality Job Function

Chef Job Family

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59	Executive Chef	<p>Culinary Degree required or extensive related experience</p> <p>8+ years of culinary management experience</p> <p>ServSafe or other food service safety certification preferred</p>	<ul style="list-style-type: none"> • Works with Director of specific department and management team in developing new and creative programs designed to meet the diverse culinary preferences of college students. • Standardizes production recipes with emphasis on food quality and presentation, while maintaining budgeted food and labor costs. • Develops menus and recipes for standard cycle and special events. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Coordinates, with the Director of Culinary Operations, training for all culinary staff with emphasis on food quality. • Assists staff, as needed, with preparation and presentation of special events. • Responsible for planning and facilitating weekly food production meeting. • Motivates, inspires and influences a large team in a highly decentralized environment. • Supports the needs of a diverse work environment. • Provides appropriate progressive discipline. • Collaborates with FoodPro Administrator and Procurement office to ensure accurate item specifications, menus, recipes and inventory. • Collaborates with University dietitian in assisting students with allergies and special dietary needs. • Assures compliance with bargaining unit agreement. • Represents HUDS to students, faculty, staff and guests in a positive and professional manner. 	<p>IMPACT Substantial impact on operations, resources, or University's reputation</p> <p>SCOPE Typically provides oversight to a specific department (catering, retail, residential)</p>	<p>RECEIVED: Under Limited Direction: : Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p> <p>Manages: Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

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Dining, and Hospitality Job Function

Catering Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
55 E or N*	Catering Manager I	<p>B.S. degree in Food Service Administration or equivalent.</p> <p>2+ years experience in catering, or sales and marketing, with some supervisory experience required</p> <p>Culinary background preferred</p> <p>Serve Safe or other food service safety certification preferred</p>	<ul style="list-style-type: none"> • Selects, develops and retains hourly and temporary waitstaff to create a diverse workforce and deliver excellence in service. • Orders all items necessary for events including linen, equipment rentals, bar services, temporary waitstaff, and floral décor. • Meets weekly with the catering office and production staff regarding details of upcoming events. Including event logistics, food presentation, and arrival/departure timelines. • Develops a good working relationship with catering clientele and on-site managers. Maintains continuous contact with clients and vendors to discuss timelines and expectations. • Manages all aspects of events off-site – including staff duties and responsibilities, pre-meal meetings, event timeline, special requests, and clean-up. • Creates unique and imaginative themes and properly execute the look for a variety of banquet events. • Performs location site visits prior to event to review sales staff and client’s vision for the event. • Utilizes the Catermate system to maintain, update, and communicate event information. 	<p>IMPACT Moderate impact on operations, resources, or University’s reputation</p> <p>SCOPE Provides comprehensive catering event management</p>	<p>RECEIVED: Under General Direction: : Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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56	Catering Manager II/ Catering Sales Manager	B.S. degree in Food Service Administration or equivalent. 3+ years experience in catering, or sales and marketing, with some supervisory experience required Culinary background preferred Serv Safe or other food service safety certification preferred	<ul style="list-style-type: none"> Responsible for the coordination and management of the catering sales function Prepares proposals, contracts and related correspondence to catering clients Assists in the development of catering marketing strategies Responsible for planning and executing special events Manages catered events and coordinates overall event logistics Ensures that customer's expectations are met and oversees invoicing of events Projects units of service and estimated operational costs (labor, food, supplies) for budget development Develops financial objectives and allocates financial resources in accordance to approved budget Monitors established procedures for billing, cash handling and non-cash receipt income Periodically assesses and reports financial status based upon profit and loss statements with recommendations regarding variances 	<p>IMPACT Moderate impact on operations, resources, or University's reputation</p> <p>SCOPE Provides comprehensive catering event management and/or sales functions</p>	<p>RECEIVED: Under General Direction: : Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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57	Catering Manager II/ Catering Sales Manager	B.S. degree in Food Service Administration or equivalent. 5+ years experience in catering, or sales and marketing, with some supervisory experience required Culinary background preferred ServSafe or other food service safety certification preferred	<ul style="list-style-type: none"> Oversees exempt Event Managers and HUCTW administrative staff Responsible for the coordination and management of the catering sales function Prepares proposals, contracts and related correspondence to catering clients Assists in the development of catering marketing strategies Responsible for planning and executing special events Manages catered events and coordinates overall event logistics Ensures that customer’s expectations are met and oversees invoicing of events Projects units of service and estimated operational costs (labor, food, supplies) for budget development Develops financial objectives and allocates financial resources in accordance to approved budget Monitors established procedures for billing, cash handling and non-cash receipt income Periodically assesses and reports financial status based upon profit and loss statements with recommendations regarding variances 	<p>IMPACT Moderate impact on operations, resources, or University’s reputation</p> <p>SCOPE Provides comprehensive catering event management and sales functions</p>	<p>RECEIVED: Under General Direction: : Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

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Catering Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
58	Catering Manager III/ Catering Sales Manager	B.S. degree in Food Service Administration or equivalent. 7+ years experience in catering, or sales and marketing, with some supervisory experience required Culinary background preferred Serv Safe or other food service safety certification preferred	<ul style="list-style-type: none"> • Oversees exempt Event Managers and HUCTW administrative staff • Responsible for the coordination and management of the catering sales function • Prepares proposals, contracts and related correspondence to catering clients • Assists in the development of catering marketing strategies • Responsible for planning and executing special events • Manages catered events and coordinates overall event logistics • Ensures that customer’s expectations are met and oversees invoicing of events • Projects units of service and estimated operational costs (labor, food, supplies) for budget development • Develops financial objectives and allocates financial resources in accordance to approved budget • Monitors established procedures for billing, cash handling and non-cash receipt income • Periodically assesses and reports financial status based upon profit and loss statements with recommendations regarding variances 	<p>IMPACT Moderate impact on operations, resources, or University’s reputation</p> <p>SCOPE Provides comprehensive catering event management and sales functions</p>	<p>RECEIVED: Under General Direction: : Within this job, the incumbent normally performs regular assignments using own judgment and following department / university policy, while keeping supervisor informed as necessary. Receives general guidance on new projects as to methods, procedures and desired end results. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are usually reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p>

NOTE:

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- 1) Individual positions will typically have most, but not necessarily all, of the Duties & Responsibilities listed
- 2) Grade Recommendations based on comparative review/analysis of internal positions and external market data.
- 3) E = exempt, N = non-exempt but outside HUCTW due to job content, grade and/or a Confidential / Supervisory exclusion

Dining, and Hospitality Job Function

Catering Job Family

Level	Function/ Roles	Experience & Education (Minimum Required)	Typical Duties and Responsibilities (Cumulative from level to level in each job family)	Impact/Scope	Supervision
59	Catering Director	<p>B.S. degree in Food Service Administration or related field or equivalent Advanced degree with course in Marketing and Business Administration, or a former Catering Manager in a hotel preferred</p> <p>8+ years of catering experience, with some supervisory experience required</p> <p>ServSafe or other food service safety certification preferred</p>	<ul style="list-style-type: none"> • Coordinates the daily operation of the Catering Department including On the Move and Crimson Catering. • Represents HUDS to students, faculty, staff and guests in a positive and professional manner. • Directs both management and union staff. • Assures compliance with bargaining unit agreement. • Writes proposals and contracts including all specified details concerning upcoming catered events, developing appropriate customer-focused service levels. • Works with the Catering Chef in planning menus. • Holds tasting events. • Checks catered function setups; makes specialty arrangements as necessary. • Rectifies problem situations and customer complaints. • Monitors the food handling procedures in the catering operation in accordance with HUDS policy. • Responsible for maintaining sanitation standards in compliance with city and state laws, Harvard Environmental Health and Safety regulations, and HACCP policies. • Works with the Sales Manager to build client base and maintain active contact with current clients. • Responsible for accurate filing and posting systems for past, tentative, and upcoming events. • Develops annual catering budget and monitors its fulfillment with monthly staff reviews. • Develops annual marketing plan in conjunction with the Marketing Department. 	<p>IMPACT Substantial impact on operations, resources, or University’s reputation</p> <p>SCOPE Typically directs the functions of the Catering Department</p>	<p>RECEIVED: Under Limited Direction: Within this job, the incumbent performs regular assignments using own judgment. Determines methods and procedures on new projects. Held accountable for end results. Responsible for determining when supervisor or others should be consulted. Incumbents have discretion to make decisions within the scope of their responsibilities. Complex assignments are occasionally reviewed upon completion.</p> <p>GIVEN: Supervises: Supervises work and processes, assigns work, typically has primary responsibility for evaluating performance and performance management, effectively recommends hiring and firing decisions.</p> <p>Manages: Manages people and policies, allocates personnel and resources for given projects, full hire/fire authority, has primary responsibility for performance management and career development of employees, sets policy/standards within an area.</p>

NOTE:

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Dining, and Hospitality Job Function

			<ul style="list-style-type: none">• Responsible for all intra-departmental human resource matters, including hiring, performance appraisals, and appropriate progressive discipline.• Acts as an information resource for other HUDS departments regarding menu/catering issues.• Supports the needs of a diverse work environment.		
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NOTE:

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