



Student Assistant Manager Job Description

General Summary

To assist in the supervision of production, service, ware washing, POS system and procedures, catering, housekeeping and facilities maintenance, in assistance to or in place of the members of the ISU Dining management team. Participates and assists in the management of student personnel activities, including hiring, scheduling and training. Assists in the coordination of ISU Dining information through internal and external communications.

Starting pay rate: \$18.00 to \$18.50 per hour

Duties and Responsibilities may include the following:

- Manages the daily production and meal service in assistant managers/managers absence
- Assists in the ordering and requisitioning of food and supply inventory
- Assists in the monitoring and receiving of all incoming food and supplies
- Supervises dining service production to ensure standards of quality, quantity, sanitation, and efficiency are met
- Assists in providing supervision of ware-washing, maintenance, and housekeeping activities
- Hires, schedules, and trains student employees
- Follows correct procedures for POS system, transactions, and refunds
- Oversee the opening and closing of the facility (if required by the facility) including lock and unlock procedures
- Assists in the management of catered events and billing
- Works with the assistant manager and manager on special projects
- Assists in the planning and conducting of student employee orientation
- Assists in the selection of student supervisors
- Practices excellent communication and customer service skills
- Ensures both full-time and part-time employees comply with university and department policies and procedures
- Maintains confidential student employment records
- Maintains student employee attendance in Schedule Source
- Performs computer operations such as FSS, POS System, Microsoft Word, Excel, E-mail, Work Day, and Schedule Source.
- Additional duties as assigned

Required:

- Must be enrolled as an undergraduate or graduate student at ISU, registered for at least one credit
- Must maintain a GPA of 2.0
- Must be able to work as the location's schedule requires including weekends, opening week through finals week.
- Food service experience required
- Demonstration of responsibility, maturity, confidentiality, work ethics and management skills
- Complete all required trainings, including annual worker and supervisor trainings series
- Grad students must follow the rules of employment set by the Grad college.

Preferred:

- Knowledge of Microsoft® Word & Excel, FSS, and Micros, CS Gold, and Schedule Source
- Food service supervisory experience
- HRIM, Food and Nutrition, Business Management or Dietetics Majors
- Completed NRA ServSafe certification course
- Experience with ISU Dining

All the students' scheduled hours must be Student Assistant Manager hours.

Physical Requirements

- Work with frequent interruptions. Maintain emotional control under stress.
- Frequent standing, stooping, bending, kneeling, pushing and pulling. The employee must frequently lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception, able to adjust focus.

Working Conditions

- Moderate exposure to extreme hot and/or cold temperatures; excessive humidity, dampness or chilling; excessive noise, intermittent; fumes, smoke, or gases; solvents (degreasing agents); grease and oils; work around machinery with moving parts; work around moving objects; work with hands in water.
- May be required to work additional hours as dictated by the work load and staffing.

Necessary Applicant Traits

Knowledge

- Customer and Personal Service – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- Administration and Management – Knowledge of business and management principles in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- Production and Processing – Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- English Language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Food Production – Knowledge of techniques and equipment in food storage, preparation, and distribution.

Skills

- Service Orientation – Actively looking for ways to help people and increase productivity
- Coordination – Adjusting actions in relation to other's actions
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking – Talking to others to convey information effectively
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
- Time Management – Managing one's own time and the time of others efficiently

Abilities

- Ability to exercise considerable initiative and sound judgment
- Communicate clearly and concisely in English, verbally and in writing
- Work well with varied and demanding people; work from broad direction with limited supervision
- Work well with culturally diverse people
- Recognize and address any discrimination or harassment issues
- Establish and maintain effective working relationships with employees, the public (especially the student population), and other agencies
- Identify, analyze, and address problems and trends in a timely, efficient, and equitable manner
- Organize activities in order to complete tasks in accordance with priorities, address multiple demands, or meet deadlines
- Organize tasks and working environment to maximize efficiency
- Focus attention on tasks, which may be complex, routine, or repetitive, without losing concentration or becoming distracted by external activities
- Adapt to interruptions, equipment failures, unusual demands, or changing priorities
- Employ and enforce safety procedures and practices

Student Learning Framework

Knowledge

- Knowledge of food, food ingredients, and nonfood products; their application and preparation.
- Knowledge of departmental policies and procedures, maintenance, safety practices, quantity cooking, food handling, and sanitation

Teamwork, Collaboration, & Good Citizenship

- Demonstrate ability to motivate and direct individuals of differing backgrounds and cultures
- Demonstrate openness, inclusiveness and ability to interact respectfully with all people and learn from divergent viewpoints
- Work from broad direction with limited supervision

Communication

- Knowledge of the structure and content of the English language including the meaning and spelling of words
- Ability to read and follow labels on chemicals
- Effectively communicate verbally and in writing in a professional manner
- Demonstrate active listening skills to receive ideas of others

Innovative/Critical Thinking/Problem Solving

- Ability to work under pressure to resolve problems as they arise
- Identify, analyze and address problems and trends in a timely, efficient, and equitable manner
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Organize activities in order to complete tasks in accordance with priorities, address multiple demands, maximize productivity, or meet deadlines
- Use mathematical skills to successfully complete job tasks

Leadership

- Ability to exercise considerable initiative and sound judgement
- Focus attention on tasks, which may be complex, routine, or repetitive, without losing concentration or becoming distracted by external activities
- Adapt to interruptions, equipment failures, unusual demands, or changing priorities
- Employ and enforce safety procedures and practices

- Recognize and address any discrimination or harassment issues

Professionalism

- Highly motivated and responsible self-starter who is service and customer oriented
- Demonstrate ability to manage one's own time and the time of others efficiently
- Establish and maintain effective working relationships with employees, the public (especially the student population), and other agencies

Technology

- Skillful in the operation and cleaning of food service equipment
- Demonstrate proficiency in computer systems and is PC literate
- Integrate and utilize all technology ethically and efficiently

Career, Team & Self Development

During their period of employment, successful Student Supervisors will learn how to: effectively identify and resolve problems pertaining to facility operations, speak and write professionally when communicating with dining staff, consumers, and outside vendors, as well as understand the importance of working with and listening to the ideas of culturally diverse individuals. Student supervisors will have developed skills in food safety and technology use.

ISU Policies Regarding Hours

Iowa State University requires students not work in excess of twenty hours per week at all University jobs combined, Sunday through Saturday, when classes are in session. Employees must notify ISU Dining of any other campus jobs immediately. All facilities require a minimum of 10 hours of work per week. Some students are eligible to work until the end of the month in which they graduate. However, immigration regulations allow international students to work only through the Friday of finals week for the semester in which they graduate.

Job Description Change

Every effort has been made to make this job description as complete as possible. However, this job description may be changed without notice when in the best interest of the unit. When changes are necessary, a written addendum will be added to this job description.

Statement of Understanding

I have read this job description and understand its contents. I also understand this job description is not intended to be and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or working conditions associated with my position.

I further understand that my employment is at will, and thereby understand that my employment may be terminated at will by ISU Dining or myself with or without notice.