

California State University, Fresno Foundation

ASSISTANT SUPERVISOR, CASH OPERATIONS – UNIVERSITY DINING SERVICES

JOB ANNOUNCEMENT #24-656

POSITION SUMMARY:	<p>Full-time, benefited position with University Dining Services through the California State University, Fresno Foundation. Under the direction of the Cash Operations Supervisor, the Assistant Supervisor’s primary responsibility will be assisting with the day-to-day supervision and operation of the cash operations located within the Resnick Student Union and the University Center Building. Areas of responsibility include customer service, financial, training and development, and maintaining quality and efficiency for the operations.</p>
ESSENTIAL JOB FUNCTIONS:	<p><u>Supervision of Staff and Service Area(s):</u></p> <ul style="list-style-type: none"> • Provide daily supervision of all operating areas; ensuring customers receive efficient and responsive service • Work with staff to ensure products are merchandised and displayed in an attractive/appealing manner • Assist with continuous training to ensure staff is well informed about product lines and food prices • Maintain a visible presence on the retail floor with a constant presence during peak hours to provide staff support and ensure operational efficiency • Maintain knowledge of business requirements and brand standards for the successful daily operation of the cash operations under your supervision • Know and enforce all cash handling procedures set forth by the Association • Ensure safety, cleanliness and sanitation are enforced at all times • Assist with the training of all employees in policies and procedures, customer service, equipment use, and other areas as needed • Ensure all staff have a professional attitude and comply with appearance/uniform standards • Assist with hiring, scheduling, discipline and counseling of staff • Establish and maintain good relationships with guests and the campus community, resolution of all customer service issues • Maintain necessary first aid supplies and administers care to employees as needed <p><u>Ordering and Controllable Costs</u></p> <ul style="list-style-type: none"> • Seek opportunities to increase sales, manage appropriate inventory and cost of goods and control labor costs • Assist with the accurate and appropriate ordering of food and supplies from various vendors for the operations under your supervision • Modify ordering of product at any closure to prevent overstocking • Ensure that items are accurately checked-in and that quality products are received • Assist with providing an accurate monthly inventory of all products and other inventories as needed • Assist with the daily reading of cash register sales • Assist with all Garda drops and pick-ups for areas under your supervision <p><u>Equipment and Facility Management:</u></p> <ul style="list-style-type: none"> • Maintain all food service equipment in good repair and suggest replacement as necessary • Maintain facility to safe and sanitary standards • Request building and equipment repairs using approved procedures • Knowledge of debit card/bulldog card/meal plan system and troubleshoot as needed

	<ul style="list-style-type: none"> • Maintain familiarity with the various POS systems, run daily sales reports, troubleshoot and adjust menus according to each department • Maintain familiarity with the mobile ordering system, run daily sales reports, troubleshoot and adjust menus according to each department • Knowledge of policies and regulations required by franchises under your supervision • Work with Field Consultant/Operator in franchise locations to ensure that all policies and regulations are followed <p><u>Develops Associates</u></p> <ul style="list-style-type: none"> • Promote a professional and appropriate work environment at all times • Assist with the timely training of new hires on policies, procedures, customer service, equipment use, and other areas as needed • Ensure all company policies, operating standards, and procedures are communicated effectively and maintained and followed in a consistent manner
QUALIFICATIONS & EXPERIENCE:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> • High school diploma or general education degree (GED) required; at least one (1) year in a customer service supervisor position • ServSafe Certification preferred • Possess strong organizational and analytical skills • Quick learner with problem solving ability • Proficient in financial reporting and budget management • Proficient in both oral and verbal communication • Strong interpersonal skills with the ability to multi-task in a fast-paced environment • Ability to establish and maintain cooperative working relationships with a diverse population
SALARY/BENEFITS:	\$21.00 per hour. Benefits include health, dental, vision, 401K and life insurance, vacation, sick leave, and holiday pay.
DEADLINE:	Application review begins <u>November 11, 2024</u>. Position will remain open until filled.
TO APPLY:	<p>Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application.</p> <p>E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu</p>

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

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