

California State University, Fresno Foundation

SUPERVISOR, CASH OPERATIONS – UNIVERSITY DINING SERVICES

JOB ANNOUNCEMENT #23-481

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 Manager, the Cash Operations Supervisor's primary responsibility will be the day-to-day supervision and operation of the cash operations located within the Resnick Student Union and 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 • Under the direction of the Cash Operations Manager hire, schedule, discipline and counsel staff • Assist with developing, reviewing, and revising menus for self-op concepts to ensure products offered align with customer needs and sales • Work with staff to ensure products are merchandised and displayed in an attractive/appealing manner • Conduct 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 • Coordinate 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 • 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 • Execute 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 • Provide an accurate monthly inventory of all products and other inventories as needed • Supervise the daily reading of cash register sales • Plan labor according to sales figures • Edit payroll daily to ensure accurate time schedules for staff • Handle all Garda drops and pick-ups for areas under your supervision • Ensure daily submission of all food and supply invoices for the operations under your supervision to our Dining Admin office, reviewing for accuracy and approving payments <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

	<ul style="list-style-type: none"> • Knowledge of debit card/bulldog card/meal plan system and troubleshoot as needed • 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 • Ensure proper staffing levels are maintained • Ensure 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 • Determine daily and weekly staffing requirements, schedule and allocate work hours as well as vacation/sick and off days according to business needs
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 two (2) years in a customer service supervisor position • ServSafe Certification Required, or willingness/ability to attain upon hiring • 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:	\$18.00 per hour. Benefits include health, dental, vision, 401K and life insurance, vacation, sick, and holidays.
DEADLINE:	Application review begins September 28, 2023; 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. Applications may be mailed, emailed, faxed or delivered in person:</p> <p>California State University, Fresno Auxiliary Human Resources 2771 E. Shaw Ave. (there is no suite number) Fresno, CA 93710 Fax: (559) 278-0988</p> <p>E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.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.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER

California State University, Fresno Auxiliary Services is proud to be part of the Fresno State community. As part of the campus community, Auxiliary Services follows the CSU policy that requires all faculty, staff and students who are accessing campus facilities at any university location to be immunized (fully vaccinated) against the virus that causes COVID-19. The policy does allow for medical or religious exemption from the immunization requirement. Auxiliary Services requires all of its employees to be fully vaccinated against COVID-19 or present a medical or religious exemption and any appropriate backup documentation. Fully vaccinated is defined as having received the dose at least 14 days prior to being on boarded, if selected. Current and new employees are required to adhere to this policy by September 30, 2021 and remain in adherence after that date.