



## Auxiliary Services Job Family: **Dining Associate Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA.***

### GENERIC JOB PROFILE SUMMARIES

Dining Associate I INDIVIDUAL CONTRIBUTOR	Dining Associate II MANAGEMENT	Dining Associate III MANAGEMENT	Dining Associate IV MANAGEMENT	Director, Dining Services MANAGEMENT
Oversee all aspects of meal service period/catered service including but not limited to: checking menu, temperature, taste, portion size, and appearance of food served.	Plan and oversee all aspects of food production and service for smaller multiple operations or a large dining/catering operation.	Plan and oversee all aspects of food production and service for large multiple operations or overall dining	Plan, direct, and control activities across all of the Cornell Dining operations.	Continually assess and improve products and services to meet the needs of the campus communities
Hire, supervise, train, schedule, provide performance feedback, and conduct performance reviews for bargaining unit employees.	Hire, supervise, train, schedule, provide performance feedback, conduct performance reviews; may, handle performance issues and disciplinary actions for banded staff.	Oversee hiring, training and direction of staff/managers.	Prepare annual Cornell Dining staffing plan(s) and oversee hiring process: recruit, lead, supervise and develop management/ culinary staff.	
	Collaborate with chef/nutritionist to assure menu items are well balanced and provide variety; oversee the development, testing, and implementation of new recipe.	Collaborate with chef/nutritionist to create menu items are well balanced and provide variety; oversee the development, testing, and implementation of new recipe.	Direct programming to ensure excellence: responsible for collaborating with other senior staff on program and concept development department wide.	
Ensure that sanitation and health department regulations are maintained. Address noncompliance and put action plan in place to prevent reoccurrence.	Ensure that sanitation guidelines and health department regulations are maintained. Hold staff accountable for upholding regulations.	Implement and maintain high standards of sanitation in compliance with health department regulations. Hold management staff accountable for upholding regulations	Implement and maintain procedures and high standards of sanitation and compliance with regulations of the health dept. and OSHA.	Implement and assess enforcement of sanitation and safety regulations.

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Encourage input from customers; respond to inquiries and suggestions from customers and clients.	Work with clients/customers to promote and/or sell services.	Develop innovative strategies to promote excellent customer service.		
Maintain facilities and equipment in optimum condition; report issues to operations manager.	Supervise the repair and maintenance of equipment and facilities.	Plan all major and minor renovations to ensure facilities are maintained in optimum condition; develop budgets for facilities projects.	Plan all major renovations to ensure facilities are maintained in optimum condition; review and evaluate contracts and bid specifications in conjunction with business services.	Responsible for all facilities with emphasis on the creation of social and living environment that encourages quality interaction and service.
Oversee proper cash handling procedures		Implement and maintain proper cash handling procedures		
Order, receive, and store food and supplies; maintain inventory control	Ensure the accuracy of inventories			
Assist the operations/general manager in developing and expediting marketing programs and special events.	Plan and organize special promotions including combo meals/LTOs/Coupon. Recommend and assist in development and implementation of marketing, advertising and promotions.	Participate in the development of long range planning and marketing strategies for area of responsibility.	Participate in the development of departmental and divisional long range planning and marketing strategies.	Provide leadership to enhance sales and strengthen marketing strategies to achieve the objectives of the Dining Strategic Plan.
Contribute to and participate in departmental staff projects.				
Assist in controlling revenues and expenses to meet functional area and departmental financial goals; contribute to financial planning of assigned unit; assist in the preparation and execution of annual and quarterly reports.	Prepare and execute annual and quarterly budgets from \$2 million to \$5 million; control revenue and expenses to meet budget; report on various metrics for evaluation of unit financial performance.	Prepare annual budget and review quarterly budgets from \$5million to \$10 million; control revenues and expenses and make recommendations to meet departmental goals and grow the bottom line; establish financial goals, evaluate financial statistics and administer appropriate expenses.	Report on financial performance in relation to budget and strategic objectives: prepare annual budget and review quarterly and monthly budgets and financial results for assigned areas.	Provide leadership and supervise the process of reporting on financial performance in relation to budget and strategic objectives.

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Work with Conference Services to coordinate requirements for conferences, summer programs and other special events.	Plan and manage special events/catering.			
	Maintain awareness of market/consume trends; identify product needs. May conduct focus groups and compile data for product forecasting		Develop and recommend innovative strategies to promote excellent product and service; continually assess and improve products and services to meet the needs of our campus communities	Provide oversight and strategic direction for activities and programs that provide innovative responses and educational content to the changing culinary tastes.
	Responsible for promotion planning and oversee merchandise displays			
Participate in developing pricing strategies.	Participate in developing pricing strategies; forecast labor costs, staffing needs and plate costs	Provide financial analysis and recommendations for meal plan rates, cash pricing, labor models and operating trends.	Develop pricing strategies and structures that ensure appropriate cost controls are maintained.	
Resolve employee complaints and concerns.	Serve as first point of contact for managers in dealing with operational and staff concerns.	Serve as first point of contact for managers in dealing with operational and management concerns.	Serve as first point of contact for managers in dealing with operational and management concerns.	
Develop and maintain strong relationships with campus/client liaisons for assigned dining operations.	Develop and maintain strong relationships with clients which may represent a wide variety of groups on campus.	Develop and maintain strong relationships with a wide variety of groups on campus. Represent the department on divisional/university wide committees.	Develop and maintain strong relationships and good public relations with the Cornell community.	Establish and maintain close relationships and act as a liaison with various University communities.
	Forecast customer counts and preference; plan menus/labor accordingly.		Represent the department on divisional/university wide committees. Lead department wide committees that influence policies and procedures.	
Complete in-house financial tasks including food, equipment and supply inventories, food management system tasks and accounting reports.				

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Facilitate efficient customer service and profitable operations.	Respond to immediate and critical customer feedback. Recommend innovative strategies to promote excellent customer service in assigned operations.	Develop innovative strategies to promote excellent customer service in assigned operations.	Develop innovative strategies to promote excellent customer service.	
Ensure all dining/university policies, standards and procedures are communicated effectively to employees and maintained/followed consistently.	Ensure all dining/university policies, standards and procedures are communicated effectively to employees and maintained/followed consistently.	Ensure all dining/university policies, standards and procedures are communicated effectively to employees and maintained/followed consistently.		
		Collaborate with the Associate Director to develop and implement the dining strategic plan.	Collaborate with the Director to develop and oversee the implementation of the dining strategic plan.	Develop, execute and oversee the implementation of the dining strategic plan.
	Conduct periodic audits of policy adherence, review staff over and shortages and ensure staff is properly trained in processes and procedures.			

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10241 DINING ASSOCIATE I, BAND E	10242 DINING ASSOCIATE II, BAND F	10243 DINING ASSOCIATE III, BAND G	10244 DINING ASSOCIATE IV, BAND H	11391 DIRECTOR DINING SERVICES, BAND H
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Trade/technical/vocational school degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Bachelor's degree and 5 to 7 years relevant experience or equivalent combination	Bachelor's degree and 7 to 10 years relevant experience or equivalent combination
<b>IMPACT</b>	Limited impact	Moderate impact	Substantial impact	Substantial impact	Significant impact
<b>CONTACTS - INSIDE</b>	Receive instructions Provide information to immediate supervisor	Providing guidance Coordinating activities	Providing guidance Coordinating activities	Providing guidance Coordinating activities	Persuade others to take particular course of action Coordinate major activities
<b>CONTACTS - OUTSIDE</b>	Provide information that exists within pre-established documents and or programs.	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
<b>CONTACTS - STUDENTS</b>	Frequent contact to provide information and instruction	Frequent contact to provide information and instruction	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction

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<b>SUPERVISION</b>	Day-to-day supervisory direction to employees within the department.	Provide supervisory direction to other supervisors.	Provide supervisory direction to other managers	Provide supervisory direction to other managers	Provide supervisory direction to other managers
<b>COMPLEXITY</b>	Frequently adapt, combine or make improvements in an existing service, product, process or program; work requires reasoning skills and judgment	Frequently adapt, combine or make improvements in an existing service, product, process or program; work requires reasoning skills and judgment	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs; work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs; work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs; work requires conceptual and imaginative thinking in a highly complex and uncharted environment
<b>LEVEL OF DECISION MAKING</b>	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students
<b>EFFECT OF DECISION MAKING</b>	Directly affect a functional area Minimal effect on students and employees	Directly affect a functional area Minimal effect on students and employees	Directly affect multiple functional areas Limited effect on students and employees	Directly affect entire college, school, or administrative unit Critical effect on students and employees	Directly affect entire college, school, or administrative unit Critical effect on students and employees
<b>FREEDOM OF ACTION</b>	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction
<b>WORKING CONDITIONS</b>	Variable working condition including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances, or equipment requiring close attention. Safety gear may be required.	Variable working condition including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances, or equipment requiring close attention. Safety gear may be required.	Normal working conditions including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required.	Normal working conditions including no or limited exposure to hazardous conditions/ materials/equipment. Safety gear may sometimes be required.