

Job Description



Position Title: Manager, Hospitality

Job Family: Academic Affairs

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Manager of the Hospitality program provides operational leadership support for both the academic and business functions of the Hospitality Leadership Center of Excellence. The Manager of the Hospitality program oversees instructional programs to ensure high-quality curriculum, instruction, and student outcomes. The Manager of the Hospitality program is responsible for supporting operational performance of Hospitality Leadership Center of Excellence offerings, such as the bistro, grill, grab-n-go sites, food truck, and catering services. The Manager of the Hospitality program ensures program excellence through curriculum development, staff support, operational oversight, and compliance with regulatory and grant requirements.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Participates in the development and administration of the College's Hospitality program by developing, implementing, interpreting, applying, and evaluating strategic program objectives, policies, and procedures. Conducts research, compiles and analyzes program results, and prepares reports and recommendations.
2. Evaluates program effectiveness and service plans; explores and develops strategies to improve communication, delivery of services, and alignment with institutional and grantor requirements.
3. Coordinates with internal departments to interpret and address federal regulations, college policies, and program needs. Reports program progress to administration and ensures compliance with regulations and grant requirements.
4. Ensures all learning areas are ready for daily instructional delivery.
5. Performs, plans, coordinates, and evaluates programs, projects, systems, collaborations, standards, procedures, and service offerings to support operational and instructional excellence.
6. Supports instructional staff by resolving program and personnel-related challenges, contributing to curriculum development, and ensuring effective delivery of student support services.
7. Contributes to the design and development of curriculum roadmaps to ensure course relevancy and quality. Assists subject matter experts in defining outcomes and objectives.
8. Coordinates staff, course and classroom scheduling.
9. Designs and produces instructional content in multiple formats, such as print, graphics, audio, video, animation, and multimedia. Collaborates with subject matter experts, web developers, media specialists, and producers to address instructional and technological needs.

10. Manages the Learning Management System (LMS) to ensure course development quality, accessibility, and compliance. Utilizes digital tools to support project and instructional management.
11. Provides supervision of department staff, including training of new hires, and makes recommendations on hiring, training, discipline, and termination. Leads team development and promotes collaboration.
12. Participates in budget development, monitors expenditures, and makes recommendations for resource allocation at all levels of program operations. Records and reports the financial performance of Hospitality Leadership Center of Excellence offerings.
13. Attends college meetings and represents the program by delivering presentations to participants, parents, and community service sites. Serves as a representative for internal and external committees and task forces and facilitates meetings with internal and external partners
14. Works with partners and grant teams to develop action plans, track programmatic goals and objectives, and ensure compliance with the rules and regulations of the grantor
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required.
- Three (3) to five (5) years of related experience with Culinary Arts or Hospitality Management.
- Five plus (5+) years of related experience preferred.
- Master's degree in related field of study preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office, commercial kitchen/lab environments with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 50 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours