

Job Position: Back of House Manager of Food Services

Reports to: General Manager of Food Services

Hours: Full Time, Hourly



Primary Function

To lead by example, fostering an atmosphere of trust and respect for both staff and guests. Oversight of all back of house and kitchen operations at the Barn Restaurant, as well as preparation and sometimes delivery of small, boxed lunches and simple catered services around the complex. Assuring the preparation of, and that food quality meets our elite standards of the guest's expectations. Making sure all equipment, tools and accessories are well maintained and serviced, and communicating and coordinating with the proper maintenance personnel. Responsible for Back of House scheduling, hiring, and training of staff, and discipline. Responsible for monitoring inventory of food, supplies and equipment, and purchasing based on the direction of the General Manager of Food Service. Assist with overseeing food prepared for any Sauder Village venues during catered and/or other contracted events, as well as internal Sauder Village events. Provide help for the 1920's and event Food Service Manager, it may be necessary to help in the Soda Fountain and Speakeasy.

Essential Functions (Responsibilities) include the following. Other duties may be assigned.

1. Staffing: Work with Director of Human Resources and the General Manager of Food Services to assess needs, conduct interviews, conduct performance reviews and disciplinary actions. Supervise and oversee training of cooks, salad department, runners and dishwashers. Provide mentoring, support, and ongoing communication with managers and supervisors across the Sauder Village complex.
2. Maintain the highest quality standards throughout the Barn Restaurant operations, ensuring guests enjoy fast, efficient and quality food, safely prepared; while being welcoming, hospitable and gracious to our guests.
3. Work with the General Manager of Food Services and all Food Service Managers to cross-train and learn their assigned duties so that you may all work on a rotational basis when needed as efficiently as possible.
4. Coordinate with the appropriate Manager, Director, or maintenance supervisor to ensure that Back of House facilities are cleaned and maintained to expected standards for guests and employees. Understanding that you and your staff may need to do some of those basic duties as needed. Enter all work orders into the FIIX program as quickly as possible for any recognized repairs.
5. Responsible for inventory of the Barn Restaurant. Making sure that all food items are rotated properly when stocked. Working with General Manager of Food Services and all Food Service Managers to make sure all supplies are ordered and in place in a timely manner to stay ahead of needs and demand.
6. If Founder's Hall is used by the Sauder Village Food Service staff, make sure the kitchen and storage areas are picked up and cleaned following an event. They must be kept clean and organized to ensure a good partnership with outside catering services.
7. Communicate effectively to employees concerning company policies, guidelines, and daily operations.
8. Post and communicate schedules legibly and on time, for all Back of House staff, ensuring equal and fair distribution of duties and hours to the best of your ability.
9. Follow all regulations as directed by the Department of Health; comply with State of Ohio liquor regulation, and ensure that all staff are trained, monitored and evaluated appropriately.
10. Stay up-to-date on ASK, Alcohol Knowledge Server training.
11. Submit all Incident Reports, Attendance Forms, and Performance Review and Safety Forms to the Human Resources department in a timely manner.
12. Responsible to work with the Food Service Management team and Director of Business Operations and be instrumental in the future planning and growth of the Barn Restaurant.
13. Communicate effectively with guests, team leaders, management and coworkers of all areas in Sauder Village.
14. Keep the safety of guests, staff, and self a priority.
15. Work required hours as needed to fulfill each day's responsibilities including early mornings, evenings, weekends and holidays. On-call availability required to trouble-shoot as necessary.

16. Work closely with General Manager of Food Services, all Food Service Managers & other managers and supervisors around the complex, cross-training and helping each other as needed on a daily basis and covering for each other during vacation time and other required time off.

Skills, Requirements, and Conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the above essential functions.

- Leadership experience in a food service environment.
- Excellent communication (written and oral) and interpersonal skills.
- Keep up with food industry trends.
- Must possess or obtain a Manager Level ServSafe certification.
- Complete training programs on leadership, communication, customer service, food handling and others as required.
- Servant Leadership – leading by example with a positive attitude.
- Familiarity with POS and CRM tools, and Microsoft products, especially Word & Excel.
- Ability to direct a team effort and manage staff.
- Ability to organize and prioritize.
- Physical skills include, but are not limited to frequent standing, walking, stooping, bending and lifting up to 50 pounds.
- May involve working in an environment that uses chemicals for cleaning purposes, sanitizing, insect spraying, etc.
- Commitment to providing exceptional guest experiences.
- Reliable, enthusiastic, and trustworthy team player.
- Reflects and advocates for the mission, purpose, goals and values of Sauder Village.

Employee's Signature

Date