

**THE UNIVERSITY OF MONTANA  
ROLE DESCRIPTION**

|                    |                            |                    |  |
|--------------------|----------------------------|--------------------|--|
| <b>DATE:</b>       | May 4, 2003                | <b>POSITION:</b>   | Director of Dining Services UM-Missoula<br>Executive Director of the UM Food Service<br>Management and Purchasing Consortium |
| <b>AGENCY:</b>     | The University of Montana  | <b>WRITTEN BY:</b> | Mark S. LoParco  |
| <b>AREA:</b>       | Student Affairs            | <b>GRADE:</b>      | Regent's Contract  |
| <b>COLLEGE:</b>    | N/A                        | <b>POSITION #:</b> | 117410   |
| <b>DIVISION:</b>   | University Dining Services | <b>INCUMBENT:</b>  | Mark S. LoParco  |
| <b>DEPARTMENT:</b> | Administration             | <b>REPORTS TO:</b> | Vice President for<br>Student Affairs  |
| <b>SECTION:</b>    | N/A                        | <b>APPROVED:</b>   | _____  |

**POSITION PURPOSE:**

**UM-M**

The Director of University Dining Services is responsible, under the direction of the Vice President for Student Affairs, for providing administrative and financial leadership for University Dining Services at The University of Montana.

**UM**

As Executive Director of the UM Food Service Management and Purchasing Consortium, the incumbent provides administrative and financial leadership for dining services at Montana Tech, consultant services for all UM campuses in the areas of food service management, meal plan development and administration, staff training, budget development, and all related institutional food service needs. In addition, the incumbent coordinates and supervises all activity of the UM Food Purchasing Consortium which includes the UM Prime Vendor Contract, the UM Farm to College Program, and the purchase of all food commodities bid collectively through the consortium.

**DIMENSIONS**

|                            |                      |   |
|----------------------------|----------------------|---|
| <b>Division Personnel:</b> | <b>UM-Missoula</b>   | 85 Management and Classified, 450+ Students       |
|                            | <b>Montana Tech</b>  | 20 Management and Classified, 8 Students          |
| <b>Direct Supervision:</b> | <b>UM-Missoula</b>   | 3 Associate Directors, 1 Administrative Assistant |
|                            | <b>Montana Tech</b>  | 1 Director  |
| <b>Annual Budget:</b>      | <b>Both Campuses</b> | \$9,106,000                                       |
| <b>Annual Payroll</b>      | <b>Both Campuses</b> | \$2,940,000 w/o insurance and benefits            |

## **NATURE AND SCOPE**

### **Location:**

Reporting to the Director of Dining Services are: 1) the Associate Director for Residential Dining, 2) the Associate Director for Retail Operations, 3) the Associate Director for Operational Support and Professional Development, 4) Administrative Assistant to the Director, 5) Director of Montana Tech Dining Services.

### **Functions:**

Orchestrate, facilitate, and coordinate all activities of University Dining Services, including the fiscal and budgeting responsibilities for a multi-campus food service with an annual income of over \$11 million.

Ensure departmental compliance with all policies and procedures of the University as well as all applicable local, state, and federal laws.

Organize and facilitate strategic planning sessions to identify and evaluate future food service needs of the University.

Establish and promote by campus, departmental mission, goals, and standards of operation for all facilities and regularly inspect units to evaluate compliance with these guidelines.

Participate in planning the construction of new facilities and the renovation of existing food service units to improve operational efficiency and guest satisfaction.

Provide leadership, guidance, and support to the professional management team. Implement the policies and procedures of the institution utilizing professional food service management best practice standards.

Advise professional management staff of their individual areas of responsibility including staffing, planning, training, supervision, production, topical issues, and unit development.

Establish a variety of food service programs to satisfy students, faculty, and staff while meeting debt service responsibilities, financial contributions to the institution, and capital requirements. This requires that the Director continuously review operational costs with each direct report to fulfill budgeted financial objectives.

Endorse and maintain high standards of guest service, safety, sanitation, and food quality in all University Dining Services operations.

Represent University Dining Services at all appropriate institutional, community, and professional meetings and events.

**Subordinate organization:**

The food service operations within University Dining Services provide buffet-style, therapeutic diets, cash a la carte, and catered meals on a daily basis. These services are provided to students, faculty, staff, campus guests, and the Missoula and Butte communities. University Dining Services venues include:

**UM-Missoula**

**Residential Dining**

- Food Zoo – Contemporary board style dining room
- Cascade Country Store – Food Court and Convenience Store
- La Peak – Specialty Beverage Shop
- College of Technology (West Campus) – Snack Bar
- Bear Hugs Program
- Residence Life Floor Snacks

**Retail Operations**

**UC Food Court – Self Operated**

- Garden City Greens
- Soups & Such
- Casa Nina

**UC Food Court – Outsourced**

- Jus Chill'n                      Doc's
- Wing Street                      Mark Pi
- Pizza Hut

**Other Retail Operations**

- Think Tank
- Biz Buzz
- University Catering Services
- Bear Claw Bakery
- UM Concessions

**Montana Tech**

- Marcus Deli and Dining Room
- The Mill – Coffee Shop
- COT – Retail Operation
- Campus Catering Services

**Latitude:**

Under the direction of the Vice President of Student Affairs, the Director of Dining Services is responsible for providing leadership to the food service venues of the UM-M campus. Work collaboratively with Senior Administrators on affiliate campuses as Executive Director of the UM Food Service Management and Purchasing Consortium.

**Performance Measures:**

Performance is measured by the satisfactory, timely, and appropriate delivery of food related services to students, staff, faculty, and campus guests. Indicators of success are derived from guest comment cards, surveys, focus groups, direct feedback, and ability to create and maintain a positive working relationship with the campus community. Fiscal measurements are operating within budget guidelines and adjusting operational budgets as needed to maintain fiscal requirements.

**Contact:**

This position has frequent contact with campus executive officers and directors, vendors, industry peers, and colleagues in various professional associations. The Director has daily contact with University Dining Services management, classified staff, student staff, and guests. The Director also has contact with city, county, and state officials; prospective students; parents; community citizens, and University alumni.

**Knowledge and Skills:**

Incumbent must have a minimum of five years college food service management experience in a multi-unit facility having an annual sales income of \$4 million or more. Qualified applicants will possess a Bachelor's degree in a related field and have a thorough knowledge of college and university food service and demonstrated understanding of the importance of the relationship between Residence Life and Dining Services. The incumbent must possess excellent leadership and communications skill with competencies in managing human and fiscal resources. Experience with and commitment to an innovative progressive campus dining program in a multi-campus environment is required. Experience with a student centered program incorporating health, nutrition, and wellness concepts, while providing increased menu choices to students, faculty, staff, and general public. Comprehensive knowledge of food service operations including production, catering, food and labor costs, menu engineering and management, quality control, sanitation, and safety. Incumbent must be ServSafe certified within one year of hire date.

**Principal Accountabilities:**

The Director of Dining Services is accountable to the Vice President for Student Affairs. The Executive Director of the UM Food Service Management and Purchasing Consortium is accountable to Senior Administrators on the affiliated campuses.