Associate Director for Retail Operations
Department of Housing and Dining Services

Campus: Manhattan

Starting date: Immediately

Job Summary: The Associate Director for Retail Operations is a new full-time, twelve month unclassified position established to provide vision and direction for a diverse, university department that serves the on campus community through a variety of retail venues including convenience stores, restaurants, coffee shops and bakeries. The position reports to the Assistant Vice President and Director of Housing and Dining Services and is slated to supervise approximately six unclassified professional and one University Support Staff. The position will serve as a member of the Housing and Dining Services management team and the dining services management team.  This position does require some evening and week-end work.

Qualifications: Requires a 4 year degree in hospitality, foodservice management, business management or a directly related field and a minimum of five years of related and transferrable experience with three of the years in high-volume, progressive foodservice or retail operations. Experience must include leadership, management, and training functions.

Preferred qualifications include:
- Master’s degree in hospitality, foodservice management, business management or related field.
- College and university foodservice experience or related experience.
- Strategic planning, project management, and organizational experience.
- Providing exceptional customer service and a strong food retail background.
- Superior written and oral communications skills.
- Effective leadership, management, team building, and supervisory skills.
- New business opening experience.
- High-volume, high-quality retail foodservice operations.
- Knowledge of production of high-quality food, menus, and dining experiences.
- Reaching out to university students and planning creative and popular retail venues and offerings.
- Growing sales revenue, managing unit financial, labor, budgets, forecasting, and marketing.
- Food, supply, and procurement processes. Receiving, storage, inventory for foodservice.
- Accounting, budgeting, and human resource management.
- Effective written and oral communication skills.
- Experience with POS systems, preferably MICROS, spread sheets, and computerized food management systems.

Total Rewards: K-State offers comprehensive benefits and resources to benefit you and your family.

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Salaries: $75,000 - $90,000 depending on qualifications

Responsibilities:
- Directing operating activities and providing administrative and fiscal oversight, operations support, leadership management, staff training/education support, and supervision for departmental retail operations.
- Develops target sales and implements marketing strategies.
- Provides input for departmental vision and strategic planning for retail venues to include budget, cost analysis, generation of new revenue streams, etc.
- Identifies fiscal requirements and budget recommendations.
- Monitors, verifies, reconciles, and develops an active budget.
- Oversees inventory controls and product selection.
- Establishes staffing models
- Supervises retail management staff.
- Oversees operational processes.
- Establishes goals and standards for each retail unit that will support excellent retail experiences and exceptional customer services while meeting established cost standards.
- Establishes and maintains relationships with key stakeholders and constituents.

Salary: $75,000 - $90,000 depending on qualifications

How to Apply: Interested persons should submit a letter of application; resume; names and contact information of three professional references; and transcripts verifying degree(s) to: Marlene Kunze Dolan, Human Resources/ Business Operations Manager, Department of Housing and Dining Services, 104 Pittman, Kansas State University, Manhattan, KS 66506 or email to mkd@k-state.edu. Reference requisition number 5768 when applying.

Screening will begin January 22, 2016 and will continue until the position is filled.

Inquiries: Questions about the duties of this position should be directed to Dr. Stephanie Bannister, Associate Director for Student Living, Housing and Dining Services, telephone 785-532-3791 or email sbann@ksu.edu

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