

# Job Description



Position Title: Manager, Hospitality Leadership

Job Family: Academic Affairs

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 08

## Position Summary:

The Hospitality Leadership Manager directs and coordinates the management team, faculty, staff, and students, while actively contributing to the delivery of high-quality services in alignment with institutional standards and requirements. The Hospitality Leadership Manager maintains high levels of service and food quality standards through effective oversight of operations and support personnel. The Hospitality Leadership Manager is responsible for the operations and financial performance of Hospitality Leadership Center of Excellence offerings, such as the bistro, grill, grab-n-go sites, food truck, and catering services. The Hospitality Leadership Manager is also responsible for preparing the annual budget based on prior year projections and achieved outcomes. The Hospitality Leadership Manager communicates expectations and operational parameters clearly to all Managers, Faculty, and Staff to ensure alignment and accountability.

## 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. Develops, interprets, and applies strategic program policies and procedures to support long-term program sustainability.
2. Provides leadership in the planning, coordination, and continuous improvement of program operations, projects, processes, and service offerings. Facilitates clear, concise communication among all stakeholders involved in student success.
3. Oversees all foodservice and kitchen operations within Centers of Excellence, ensuring compliance with federal, state, and local health and safety regulations.
4. 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.
5. Collaborates with internal college departments to interpret and implement institutional policies, academic standards, and regulatory requirements.
6. Supervises faculty and staff, sets priorities, assigns duties, and conducts performance evaluations to promote instructional excellence and operational effectiveness.
7. Recommends hiring, training, disciplinary action, and staff development opportunities that align with the college's strategic vision.
8. Supports the management and execution of catering services for both internal and external events, including coordination of banquet event orders.

9. Partners with Academic Advisors to assist with student course registration, approvals, and academic planning.
10. Leads employer engagement and outreach efforts to strengthen industry partnerships, internships, and career placement pathways.
11. Develops and monitors program's operational budget, ensuring fiscal responsibility and alignment with institutional priorities.
12. Oversees professional development initiatives and ensures ongoing curriculum relevance based on emerging industry trends and accreditation standards. Ensures that stackable credentials are developed and maintained in accordance with both college guidelines and hospitality industry benchmarks
13. Ensures course offerings meet evolving workforce needs and maintain high academic quality.
14. Supports the college's mission by fostering student-centered learning environments and delivering high-impact academic programming.
15. Manages grant-funded initiatives, ensuring compliance, deliverable tracking, and successful execution aligned with grant objectives.
16. Collaborates with adjunct faculty and subject matter experts to define clear course objectives, outcomes, and assessment strategies.
17. Collaborates with the Director, Managers, Department Heads, and internal/external committees to discuss and address key program areas, including classroom instruction, food and beverage operations, student and member engagement, curriculum enhancement, new course development, menu improvements, and event planning.
18. Works closely with college leadership to maintain high standards hiring, training, inventory control, quality assurance, cost management, and hospitality service delivery.
19. 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.
- Five (3) to Eight (5) years of related experience with Culinary Arts or Hospitality Management
- Eight plus (8+) years of related experience preferred.
- One (1) to Three (3) years of supervisory 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 and commercial kitchen 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 commercial kitchen and 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