



# OTTERBEIN UNIVERSITY

## Job Posting

**Job Title:** Catering and Cafe Manager at The Point at Otterbein University

**Job Class:** Administrative

**Department:** The Point

**Reports to:** Business Operations Manager

**FLSA status:** Exempt/Full-time

**To Apply:** Please email an [Otterbein Employment Application](#), resume and cover letter including salary expectations to [hr.jobs@otterbein.edu](mailto:hr.jobs@otterbein.edu) addressing this position in the subject; FAX 614-823-1511; or mail to Otterbein University, Human Resources, 1 South Grove Street, Westerville, OH 43081. Only submissions with a completed application will be reviewed.

**For an Otterbein Employment Application or more information:** Please visit <http://www.otterbein.edu/public/About/Careers.aspx>.

**SUMMARY:** The Catering and Cafe Manager will be responsible for the marketing and sales, management, and administration of the new Café at The Point at Otterbein University. The Catering and Café Manager will also be responsible for all catering events at The Point. The Point is a 21<sup>st</sup> Century Learning Center that combines academics with the business and community to provide innovative approaches to educating tomorrow's workforce. The Point is home to several resident companies and Otterbein academic departments, with lab space for businesses and the broader community. The café features made to order breakfasts, lunch, and grab-and-go options. The event space is convertible to accommodate 125-300 guests with a full service-catering kitchen.

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**BENEFITS** at Otterbein include: tuition benefits for employees and their dependents, 4 weeks of vacation, 11 paid holidays, medical, dental, vision, and competitive employer contributions to a 403(b) retirement plan. The Catering and Café Manager position includes a competitive base salary and incentive plan.

**ABOUT OTTERBEIN UNIVERSITY:** Historically progressive. That is the hallmark of Otterbein University and those connected to this private university nestled in the picturesque, historic Uptown Westerville district in central Ohio. Otterbein University was established in 1847, a set of deeply rooted values still guide this model community of leaders and learners. Otterbein has set the pace by providing an educational experience that is progressive, innovative and inclusive. Today Otterbein University enrolls 2,480 undergraduate students in more than 70 majors and 456 graduate students working toward one of six master's degrees or a doctor of nursing practice degree.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

### *Marketing and Sales*

- Deploys marketing campaigns, including website and social media, to attract new business, retain existing clients and engage the surrounding region.
- Develops and maintains knowledge of market trends, competition, and clients' needs.
- Fantastic client services ethic, embracing The Point's mission with emphasis on exceeding guest expectations
- Develops reports as necessary or requested

### *Management and Administration*

- Assists in the preparation and service of food menu items, setting up and tearing down the event space, and opening and closing the café
- Training employees in food menu item and event preparation through demonstration and SOPs

- Supervises and schedules employees, student workers, independent contractors, and outside vendors on the premises; adhering to University policies and procedures
- Manages food costs, labor costs, inventory, ordering, invoicing, and adherence to financial objectives through forecasting, budgeting, and operational oversight
- Properly executes, enforces and manages food safety and sanitation requirements and safe working conditions in compliance with local, state, and federal laws and regulations
- Develops Standard Operating Procedures for the café, including but not limited to training, booking, billing, food preparation, ordering and guest services.
- Manage and monitor catering in accordance with contract specifications
- Maintain strong client relations and ensure that catering specifications, including billing and pricing, are communicated and executed for a successful event experience.
- Effectively upsell throughout the pre-meeting/event and event phase.
- Ability to multi-task multiple meetings and events simultaneously and at different planning stages.
- Acts in a timely and decisive manner to adjust staffing for business volume changes
- Demonstrates and enforces operating norms such as uniform policies, timeliness, safety procedures, etc.
- Contributes to the team morale by displaying enthusiasm, creativity, energy, and commitment
- Uses proper security and verification procedures when handling deposits and safe contents
- Ensures all vendor orders and invoices are completed on a timely basis
- Working knowledge of federal, state, and local labor and employment laws and regulations

*Food and Menu*

- Create Café menu with daily specials including selections for customers with dietary restrictions
- Create banquet orders with pricing for events including but not limited to full service meals, specialty buffets, and high end receptions.
- Prepare quality food for Café and events with creativity and capitalizing on trends in the industry
- Monitors inventory and purchases products and ingredients as needed

**SUPERVISORY RESPONSIBILITIES:** Supervises student employees

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Must have at least a Bachelor's Degree and at least 5 years' experience working in catering and food preparation or at least 5 years' restaurant General Manager experience. Past experience opening new restaurants or catering companies. Past experience onboarding, training, and managing restaurant staff.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Current ServeSafe Level II certification and TIPS certification required. Must have a valid driver's license.

**LANGUAGE SKILLS:** Must demonstrate excellent oral, written, and interpersonal skills.

**MATHEMATICAL SKILLS:** Must be competent in general math, basic accounting, inventory control, budgeting, and forecasting.

**TECHNICAL SKILLS:** Past experience with POS systems, catering software, and CRM software. Proficiency with Microsoft Office software, web applications, and social media tools.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Due to the cyclical nature of the hospitality industry, the Catering and Café Manager will be required to work varying schedules to reflect the business needs of the position.

While performing the duties of this job, the employee is frequently required to communicate, convey, and exchange information in-person, by telephone, and using conferencing equipment. The Catering and Café Manager is frequently required to maintain a stationary position for long periods of time, frequently traverse within and outside of The Point repeatedly for long hours. The employee must frequently transport, position, push, and pull up to 50 pounds within

The Point and the loading areas. The employee will occasionally ascend and descend ladders. The employee will frequently prepare food items, operate professional kitchen equipment, and will need to determine and detect food quality and food and workspace safety.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties are performed in an environmentally controlled office setting, café setting, loading area, and professional kitchen.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.*

**Otterbein University is an Equal Opportunity Educator and Employer.**

Otterbein University is committed to providing a welcoming environment free from unlawful discrimination. To this end, the University prohibits any form of discrimination against any person on the basis of race, color, sex, gender, pregnancy, religion, creed, marital status, partnership status, age, sexual orientation, gender identity, gender expression, national origin, disability, military status, or any other legally protected status in its programs and activities. However, the University's commitment to a nondiscriminatory environment is not intended to abridge unduly its commitment to academic freedom, free speech, or its educational mission. Inquiries or complaints regarding any form of discrimination or harassment may be directed to:

Scott Fitzgerald Director of Human Resources and Legal Affairs  
Title IX Coordinator  
614.823.1130