Title: Operations Manager  
Two Positions – Fall/Spring and Spring/Fall

Work Credit: 
Full dining
Choice of housing and dining co-op

Payroll: 
Stipend equal to OSCA Board bill (less taxes)

Time Required: 
7 to 30 hours per week, usually 10-15.
Must stay through commencement and arrive before new student orientation (specific date stipulated in the current rent contract with Oberlin College)

Responsible to: 
General Management Team, Fellow Operations Manager, Food Management Team

Support People: 
Fellow Operations Manager, Cleanliness and Maintenance Coordinators, Food Safety Advisor, General Management Team (GMT)

Appointed by: 
Operations Managers, one Operational Officer, Cleanliness and Maintenance Coordinators, Food Safety Advisor

Sit on Appointments: 
Operations Managers, Cleanliness and Maintenance Coordinators, Environmental Concerns Coordinator, Food Coordinators, Nutrition Coordinator

General Responsibilities

Ensuring the smooth running and efficient operation of the OSCA dining halls. This is done in two ways: Act as a liaison between Oberlin College Residential Education and Dining Services staff and OSCA, and by acting as a support person for the all-OSCA Operating Staff and co-op DLECs. You will be busiest at the beginning of semesters; the end of semesters, the time right before breaks, and anytime there’s a catastrophe will be almost as busy.

Specific Responsibilities

General
1. Check your e-mail on a more than regular basis.
2. Train, communicate regularly with and act as support person for Dining Loose End Coordinators (DLECs). Act as liaison between DLECs and all-OSCA Staff.
3. Oversee training and act as support person for all-OSCA Operating Staff: Cleanliness Maintenance Coordinators (CMCs), Environmental Concerns Coordinator, Food Coordinators, Food Safety Advisor (FSA), and Nutrition Coordinator.
4. Train other co-op elected positions are necessary.
5. Assist operating staff in appointing replacements at appropriate times.
6. Attend county inspections as needed with College Staff and the FSA.
7. Act as support person for your fellow Operations Manager, and for the rest of the GMT.
8. With the Education Coordinators, plan and organize the annual OSCA Iron Chef in the Fall and OSCA Prom in the Spring. Plan and support other all-OSCA events as needed.
9. Notify the Chair of the Board about upcoming events for advertising in the Board packets.
10. Communicate with the Co-op Area Coordinator for OSCA and Assistant Directors of Residential Education and Dining Services, and the Director of Facilities Operations (and other relevant people) about issues related to facilities, maintenance and the rent contract and work with them to resolve problems as they arrive.
11. With the GMT, monitor to ensure no breaches of rent contract.
12. Assist with the negotiation of the rent contract in relevant years.
13. Attend meetings of the OSCA Board of Directors when your knowledge and presence would be valuable or relevant.
14. Get keys to OSCA Dining Spaces from Facilities at the beginning of your term. Lock and unlock co-op spaces as necessary. Ensure that Food Coordinators get their keys. Also DON’T LOSE YOUR KEYS.

April 28, 2015
15. Oversee OSCA’s compost program with the Environmental Concerns Coordinator.
16. Manage OSCA’s relationship with Morgan Linens, making sure co-ops are well stocked with aprons and towels and communicating that no deliveries should occur over breaks.
17. Make changes to the Charge List as necessary.

Weekly
• Attend regular meetings: Facilities, Fab Five, Food Management Team (FMT), and General Management Team (GMT) meetings.
• Be accessible to OSCA members by phone, email, office hours, or appointment.
• Check your mailbox in the OSCA office on a regular basis.

Monthly
• Submit monthly stipend reports to the President for presentation to the Board (September, October, November, December, February, March, April, May).
• Check in with DLECs and Staff as needed at least once a month; make yourself available to meet with them as often as they request or you deem necessary.

Breaks
• Explain procedure for breaks to DLECs and send email reminders.
• Make sure everyone knows that no invoices can be dated over breaks.
• Attend closedown inspections with College staff, CMCs, and the FSA at break times.
• Lock co-ops that will not be open for break. Lock all dry foods rooms.

End of Fall Semester
• Train Winter Term President.
• Ensure co-ops have elected FSCs and iDLECs for the Spring. Encourage them to sign confidentiality contracts before break.
• Assist the Food Safety Advisor in the donation of perishables to charitable organizations as co-ops request.
• Lock up all co-ops.

End of Spring Semester
• Make sure co-ops elect iDLECs, DLECs, FSCs, and NMTs for Fall. Communicate with FSCs about open-up and determine when they plan to arrive on campus. Provide the OSCA Employees with all OSCA Early Arrival information.
• Assist in appointments of the new all-OSCA Operating Staff and sit on their appointments committees.
• Advertise and then execute a closedown lottery in order to fill the commencement closedown crew.

Closedown
• Recruit, register, manage and feed a team of co-opers who stay behind to closedown OSCA kitchens for the summer.
• Store all co-op pots and dishes in a locked storage area for the summer.
• Clean all co-op kitchens.
• Transport all perishable foods to charitable organizations.
• Label and transport all dry and nonperishable foods from all co-ops to one walk-in.
• Do a final inspection of all facilities with College staff.

Open-up (Fall)
• Before the Open-Up Crew arrives and begins work, walk through dining facilities with the College.
• With the Open-Up Crew (FSCs and CMCs), clean all of the OSCA kitchens, return all co-op possessions to where they belong, and re-distribute dry foods from where they were stored to the co-ops where they came from.
• With the President and Housing Coordinator, organize Open-Up Co-Op to feed Open-Up Crew, GMT, HLECs, and staff members that will be in town that have been granted Early Arrival Status.
• Prepare out a new charge list that includes GMT members, IDLECs, HLECs that will last for all of interim. Submit copy to the Business Coordinator for review. (The Office Staff will mail out the charge list.)
• Make sure that the co-ops are getting food and linens.
• Take inventory of co-ops non-foods items, order more if needed.
• Prepare and post an election schedule for co-op positions; organize and compile the training dates for each of these positions.
• Organize the OSCA New Member Picnic with the Education Coordinators.
• Help the Education Coordinators organize the New Member Bonfire and other events.
• Attend other Orientation activities: help out with them as necessary.
• Train iDLECs.

(Open-Up in the Spring is identical, only there is no Open-Up Crew or Open-Up Co-op)

Before and During Interim
• Communicate with DLEC’s and provide them all relevant information.
• Assist ALL-OSCA staff with training co-op elected positions as needed.
• Coordinate with relevant positions as early as possible to know their training schedules, and share this information with co-ops during elections.
• Attend and run a mandatory DLEC training.
• Attend semesterly Board Retreat; assist as needed. Be responsible for breakfast and cleanup after meals and make sure that the venue is restored to original condition. Participate in Board training as needed or requested.
• Advertise the availability of fasting refunds during Ramadan.

End of Term
• Advertise for, appoint, and train new Operations Manager.
• Submit a year-end report marking the end of your term as a GMT member (see Continuing Policy for specific details on the structure of your report).
• Revise this job description at the end of the year.
• Save all electronic files relevant to your position on the OSCA computer server drive before the end of the year.
• Update Operations Manual.

Things you need to know to do your job and how to find them out

You will learn almost everything from your fellow Operations Manager. A detailed knowledge of OSCA will serve you well: the more you know about OSCA’s operations, the better. Read the Board Manual, read the Ops Manual. Research consensus and cooperation. Look through the Ops computer server drive and any papers floating around in the mailbox. Get a sense of what past Operations Managers have done. Familiarize yourself with the job descriptions of people who you work with. Also: this job description! It is extremely thorough for a reason.

Relationships

Maintain a healthy relationship with your fellow Operations Manager and with the GMT; they are the people who know, more than anyone, the amount of work that you do, and will be more than willing to help you out and support you. This holds especially true for the Fab 5. Try to maintain an open line of communication between yourself and non-GMT staff (Environmental Concerns Coordinator, Nutrition Coordinator, and other operational staff). Stay in constant communication with the Operating Staff and the DLECs; part of your job is to make sure that things are going well, and if you don’t know what is going on, there is no way that you can ensure the efficient operation of OSCA. Last, but certainly not least, it is imperative that you have a good relationship with College Staff – this cannot be stressed enough.
**General Advice**

LOVE YOUR JOB! Check your e-mail constantly and answer it promptly, communicate with everyone all the time about everything, keep your sense of humor and sense of reality, don’t get frustrated, respect everyone you work with. Work hard to maintain a good relationship with your fellow Operations Manager, and make sure that you both know the same information (people will often perceive you as being the same person). That being said, don’t be afraid to kick some ass some times. Be organized, keep lists, share responsibility (and a lot of GoogleDocs) with your fellow Ops Manager. And lastly, LOVE YOUR JOB!

Approved by the Personnel Committee