

<b>Title:</b>	<b>Operations Manager</b> Two Positions – Fall/Spring and Spring/Fall
<b>Work Credit:</b>	Full hours in dining Choice of housing and dining co-op
<b>Payroll:</b>	Stipend equal to \$2,400 per semester (less taxes)
<b>Time Required:</b>	40-60 hours/month (7-30 hours/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)
<b>Responsible to:</b>	General Management Team, Fellow Operations Manager, Food Management Team, Fab 5 (Cleanliness & Maintenance Coordinators and Operations Managers), Food Safety Advisor
<b>Support People:</b>	Fellow Operations Manager, Cleanliness and Maintenance Coordinators, Food Safety Advisor, General Management Team (GMT)
<b>Appointed by:</b>	Operations Managers, Operational Officers (1), Cleanliness and Maintenance Coordinators, Food Safety Advisor
<b>Sit on Appointments:</b>	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 co-ops. 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

- 1) Manage food safety, equipment, and other operational crises as they arise.
- 2) Check your e-mail on a more than regular basis.
- 3) Train, communicate regularly with, and act as support person for Dining Loose End Coordinators (DLECs) and Interim Dining Loose Ends (iDLECs). Act as liaison between DLECs, iDLECs and all-OSCA Staff.
- 4) 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.
- 5) Train other co-op elected positions as necessary.
- 6) Assist operating staff in appointing replacements at appropriate times.
- 7) Attend county inspections as needed with College Staff and the FSA.
- 8) Act as support person for your fellow Operations Manager, and for the rest of the GMT.
- 9) Plan and organize OSCA Iron Chef in the Fall and OSCA Prom in the Spring. Contact other all-OSCA positions relevant to the planning process, including Food Coordinators, Nutrition Coordinator, Accessibility Committee Coordinators, and Education Committee Coordinators. Plan and support other All-OSCA events as needed.

- 10) Communicate with the Oberlin College Liaison to 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 arise.
- 11) With the GMT, monitor to ensure no breaches of Rent Contract.
- 12) Assist with the negotiation of the Rent Contract in relevant years, provide relevant food safety- and facility-related knowledge to Rent Contract team.
- 13) Attend meetings of the OSCA Board of Directors when your knowledge and presence would be valuable or relevant. THIS IS IMPORTANT!
- 14) Get keys to OSCA Dining Spaces from Facilities at the beginning of your term. Lock and unlock co-op spaces as necessary. Also DON'T LOSE YOUR KEYS.
- 15) Oversee OSCA's compost program and serve as liaison between compost services and OSCA.
- 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) Create and maintain the Charge List, making changes throughout the semester as necessary.
- 18) Create and manage Lenny (a google.doc of all-OSCA staff and co-op elected positions).

## **Timeline**

### *Weekly:*

- 1) Attend weekly meetings: Facilities, Fab Five, Food Management Team (FMT), General Management Team (GMT), and additional meetings as necessary.
- 2) Be accessible to OSCA members by phone, email, office hours, or appointment.
- 3) Check your mailbox in the OSCA office on a regular basis.

### *Monthly:*

- 1) Submit monthly stipend reports to the President for presentation to the Board (September, October, November, December, February, March, April, May).
- 2) 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:*

- 1) Explain procedure for breaks to DLECs, FSCs and KitchCos, and send email reminders.
- 2) Make sure everyone knows that no invoices can be dated over breaks.
- 3) Attend closedown inspections with College staff, CMCs, and the FSA at break times.
- 4) Lock co-ops prior to college pre-break closedown inspection. Lock all Dry Foods Rooms. Unlock co-ops that have chosen to remain open for break after college inspections.

### *End of Fall Semester:*

- 1) Train Winter Term President.
- 2) Ensure co-ops have elected FSCs, iDLECs, and New Member Trainers (NMTs) for the Spring. Encourage them to sign confidentiality contracts before break.
- 3) Assist the Food Safety Advisor in the donation of perishables to charitable organizations as co-ops request.
- 4) Lock co-ops prior to college pre-break closedown inspection. Attend closedown inspections with College staff, CMCs, and FSA at break times. Lock all Dry Foods Rooms.

*End of Spring Semester:*

- 1) 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 and ResEd/CDS with all OSCA Early Arrival information, including names, emails, positions, and return dates.
- 2) Assist in appointments of the new all-OSCA Operating Staff and sit on their appointments committees.
- 3) Advertise and then execute a closedown lottery in order to fill the commencement closedown crew.

*Closedown:*

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

*Open-up (Fall):*

- 1) Before the Open-Up Crew arrives and begins work, walk through dining facilities with the College.
- 2) 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 among the co-ops.
- 3) 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.
- 4) Prepare 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.)
- 5) Make sure that the co-ops are getting food and linens.
- 6) Take inventory of co-ops non-foods items (linens, primarily), order more if needed.
- 7) Prepare and post an election schedule for co-op positions; organize and compile the training dates for each of these positions.
- 8) Organize and cook the OSCA New Member Picnic with FSCs and Education Coordinators.
- 9) Help the Education Coordinators organize and plan orientation events.
- 10) Attend other Orientation activities: help out with them as necessary.
- 11) Train iDLECs.
- 12) Email every all-OSCA position responsible for training individual co-op positions on the Guide to Elected Positions and request updates of training dates, times, locations, and job descriptions (do this before other positions even return to campus, and maybe even a little before you return to campus. This will require a little prodding).

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

*Before and During Interim:*

- 1) Communicate with DLECs and provide them all relevant information.
- 2) Assist ALL-OSCA staff with training co-op elected positions as needed.

- 3) Coordinate with relevant positions as early as possible to know their training schedules, and share this information with co-ops during elections.
- 4) Attend and run a mandatory DLEC training.
- 5) Attend semesterly Board Retreat; assist as needed. Participate in Board training as needed or requested.
- 6) Advertise the availability of fasting refunds during Ramadan.

*End of Term:*

- 1) Advertise for, appoint, and train new Operations Manager.
- 2) 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).
- 3) Revise this job description at the end of the year.
- 4) Save all electronic files relevant to your position on the OSCA server before the end of the year.

**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 and the Rent Contract.
- Research consensus and cooperation.
- Look through the Ops account on the OSCA server 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 (as well as Officers); 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, and share responsibilities (and a lot of GoogleDocs) with your fellow Ops Manager. Love everyone and support everyone you work with. And lastly, LOVE YOUR JOB!

*Approved by the Personnel Committee*