

TC3 BISTRO, LLC

POSITION TITLE

Director of Operations

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ORGANIZATIONAL UNIT

TC3 Bistro LLC

REPORTS TO

V.P. Finance & Administration

SUMMARY

The Director of Operations is responsible for the effective operation of the TC3 Culinary Center, known as Coltivare. Coltivare is a multi-faceted facility that supports the Culinary Arts, Hospitality, and Wine Marketing academic programs of Tompkins Cortland Community College by providing a culinary lab, classroom amphitheater, and restaurant, wine tasting room, bar, and banquet/event space. The Director of Operations ensures appropriate staffing and service with an emphasis on education, quality assurance, and best practices. The Director also serves as an adjunct instructor for the College, teaching one course section per semester.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides leadership and vision to achieve the highest quality experience for students, staff, and public who come to the Coltivare Culinary Center.
2. Collaborates with the TC3 Farm Director, TC3 Program Faculty, and others to effectively carry out the Farm to Bistro concept and vision in support of the College's academic programs.
3. Supports and markets Coltivare through direct interaction with key customers and focus groups and by participating in trade shows; develops and maintains a presence in the community through participation in key special events and functions as they pertain to Coltivare.
4. Responsible for the operation of the TC3 Bistro, or Coltivare; establishes operational standards for the restaurant, bar, and events as well as overall facility utilization.
5. Responsible for the overall Front of House, Exec. Chef, Events, and support of the culinary program.
6. Works with the Farm to Bistro Business Manager to manage payroll information, maintain payroll records, and controls costs.
7. Responsible for promoting and marketing Coltivare; maintains excellent customer relationships and community connections to maximize the use of the Coltivare facility.
8. Provides vision and leadership in the development of the operations of Coltivare that aligns with the educational mission of the College.
9. Conducts weekly management meetings, periodic departmental meetings, and all staff meetings; communicates important financial and event information.

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10. Responsible for sanitation standards to ensure compliance with all ServeSafe & HACCP guidelines. Ensures that Coltivare is in compliance with occupancy, health and workplace safety criteria.
11. Reviews customer comment cards and event satisfaction surveys, and contact customers personally when needed.
12. Establishes and maintains effective and efficient procedures and controls; ensures adherence to procedures and controls by all employees.
13. Ensures all Coltivare standards and procedures manuals are current, including all job descriptions and employee manuals.
14. Responsible for developing, maintaining, and monitoring Coltivare's operating budget. Prepares weekly dashboard reports to monitor operating results.
15. Assures efficient use of material resources by assessment of department needs, development of budget recommendations, and management of the department within the budgetary constraints imposed by the TC3 Foundation. Successfully controls food and labor costs.
16. Serves on various Foundation/College boards, committees, councils as appropriate.
17. Assures effective use of human resources by recommending hiring, disciplinary, and other human resource actions, together with the training, motivating, evaluating and counseling of assigned personnel. Conducts all personnel matters in accordance with federal, state and local Equal Opportunity/Affirmative Action Laws, other applicable regulations.
18. Performs other duties as assigned.

SUPERVISION

DIRECT REPORTS: 4 salaried positions
INDIRECT REPORTS: 3 salaried positions
30 FTE hourly positions including student interns

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MINIMUM QUALIFICATIONS

Bachelor's Degree in Hospitality, Business Management, or related field and 10 years of progressive experience on food and beverage management, general restaurant management, or special events. Butler's Guild or Protocol training or equivalent and demonstrated ability to work with students and new employees with little to no experience in the industry.

DESIRED QUALIFICATIONS

Master's Degree preferred. Experience in hospitality sales, financial management, and marketing.

PHYSICAL SKILLS AND ABILITIES

May be required to work evening and weekends.