



Naval Academy Business Services Division
Job Announcement Number: 24-049a
Vacancy Open: July 23, 2024 – August 7, 2024
Area of Consideration: All Qualified Persons
Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Retail Dining Catering Supervisor, NF-1101-03

Full Time (35-40 hours weekly, Benefited)

\$23.00-\$28.00/hour

JOB SUMMARY

The Retail Dining Catering Supervisor provides leadership for the Banquet Department ensuring a quality experience for members, guests, and staff. They ensure successful execution of all special events and understand the impact of Banquet operations on the overall success of an event and manage activities to maximize client satisfaction under the direction of the Retail Dining Senior Catering Account Executive and in support of the Retail Dining Club General Manager. Duties include hiring, training, and scheduling staff; liaising with the kitchen, inventory, logistics, catering, and marketing to ensure day-to-day operations are properly planned, organized, and executed.

The incumbent ensures member/guest service goals and expectations are exceeded. The Retail Dining Catering Supervisor will complete all HR administrative duties, and directly supervise all Banquet service staff. In addition, the incumbent will be responsible for overseeing Retail Dining Banquet Supervisors and ensure they are working closely with kitchen, inventory, and logistic staff in absences of their direct supervisor to ensure event success. The incumbent is responsible for participating in and/or supervising the setup and breakdown of all banquets and ensuring that the facility is properly cleaned, organized, and secured at the close of each day. All duties are to be performed in accordance with applicable laws and regulations, as well as Retail Dining policies, practices and procedures.

DUTIES & RESPONSIBILITIES

Accomplishes human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining of employees. Communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures; identifying temporary worker requirements; engaging temporary agencies and supervising staff.

Achieves banquet service operational objectives by contributing information and analysis to functional strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, completing audits; participating in inventories; determining system improvements; implementing change.

Maintains safe, secure, legal, and healthy work environment by following, and enforcing sanitation, quality of food preparation and service standards and procedures; conforming to the regulations of the alcoholic beverage commission.

Adhere to sanitation, safety and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests. Must understand and be able to train on alcohol awareness procedures such as proper pouring, accountability and proper cut off procedures. Must complete current Department of the Navy safe service of alcohol training.

Works with Chef to ensure menus are produced in accordance with what is advertised, works with inventory team to ensure necessary product is available, and coordinates personnel schedules.

Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, utensil quality and placement.

Ensure client satisfaction; identifies current and future customer service requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements. Investigates and resolves complaints regarding food, customer service, and banquet support

Confirms all banquet service staff are in proper uniform, presenting a clean and professional image. Communicates floor plans to include but not limited to setup of tables, chairs, linens, table settings, glassware, stanchions, etc., and ensures the room/space preparation is accurate.

Acknowledge, greet, and thank all banquet guests, and ensure client satisfaction by communicating with the clients throughout the planning. Maintains customer satisfaction by investigating and resolving complaints regarding food and beverage quality and/or service.

Assist FOH/BOH staff, and Retail Dining Supervisors (refilling drinks, delivering food, bussing tables, bar support, etc.) as necessary to ensure event success.

Participate and complete closing procedures by securing the facility in accordance with Standard Operating Procedure (SOP) guidelines and policies.

QUALIFICATIONS & REQUIREMENTS

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must obtain and maintain a secret security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required
- One-year probationary period
- U.S. Citizenship is required for Tier 3 Positions

APPLICATION INSTRUCTIONS

A complete online application must be submitted to be considered for a USNA NAF/NABSD position.

Please visit the employment website: <https://www.usnabsd.com/about/careers/>

Applicants may email nabsdjobs@usna.edu if unable to complete the online application.

KNOWLEDGE, SKILLS and ABILITIES (KSAs) for this position are as follows:

****Responses must be included on the KSA portion of the online application****

1. Incumbent must have at least one year of supervisory/managerial experience in a high-volume catering operation.
2. Incumbent must be self-motivated, with exceptional organizational skills and attention to detail.
3. Incumbent must have experience supervising, leading, motivating and training staff. Ability to develop and maintain good working relationships with coworkers and clients.
4. Incumbent must be proficient in Microsoft Office Suite.

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. No preference is given unless requested and documented. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **Military Spouse:** most current military member's PCS orders, submit spousal request form and write SPOUSAL PREFERENCE on front page of the application – (*Per the CNIC 5300.206b, spouses' preferential consideration for NAF positions at the NF-3 and below*)
- **Veteran:** Page four (4) of the DD-214
- **Involuntary Separated Military Members and Dependents:** page four (4) of the DD-214 or copy of DD-1173 and write "IVS" on front page of the application. IVS preference is approved only if discharge/reentry code matches eligibility list.

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Please be advised that applications received after the closing date listed above will not be considered. Applications and resumes will not be returned to the applicant.

Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of said requirements. Applicants may be required to provide proof of education, etc. All selections are contingent on obtaining satisfactory employment reference checks.

We are an E-verify participant. Please be informed that applicants will be required to submit a federal government background check. As a condition of employment, the selectee will be required to participate in direct deposit/electronic fund transfer as specified in the negotiated agreement.

Occupants of this position must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct.

DON is an EEO employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or other non-merit factor.

Reasonable accommodations are provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case by case basis.