AUBURN
Human Resources

Dir, Campus Dining & Concessions

Job Description

JOB INFORMATION

Job Code	EA95
Job Description Title	Dir, Campus Dining & Concessions
Pay Grade	CP16
Range Minimum	$121,910
33rd %	$158,480
Range Midpoint	$176,770
67th %	$195,050
Range Maximum	$231,620
Exemption Status	Exempt
Organizational use restricted to the following divisions	169 SVP for Student Affairs
Approved Date:	8/19/2026 4:18:07 PM

JOB FAMILY AND FUNCTION

Job Family:	Campus Services
Job Function:	Campus Dining

JOB SUMMARY

Directs and coordinates all Campus Dining facilities, programs, and services, including oversight for all dining and concessions for athletic events. Oversees employees to ensure effective and efficient daily operations. Represents the interests of students, faculty, staff, and visitors to ensure the provision of healthy, convenient, and reasonably-priced food on campus in a timely and cost-efficient manner. Oversees the daily operations, strategic planning, and contractual performance of campus dining, concessions, catering, beverages programs, snack and drink vending, franchise operations, retails food partnerships, and student/student-athlete meal plans. Serves as the University's primary administrator for food and beverage accessibility across campus and ensures the effective integration of all food service delivery channels to enhance the experience of students, faculty, staff, and visitors. Assures all contractual obligations are met.

RESPONSIBILITIES

- Provides oversight of contractual obligations between Auburn University and dining, concession, beverage, vending, and related food service partners; ensures compliance with all operational, financial, performance, and service commitments.
- Coordinates the planning of facilities, personnel, and programs related to Campus Dining, Athletics Concessions and the food service contractor within all applicable financial and administrative parameters.
- Ensures and promotes effective communication between Campus Dining/the food service vendor and all campus constituencies; this includes oversight of marketing, technological administration, and customer service associated with the University's Meal Plan programs.
- Conducts regular visits to dining facilities, concessions locations, beverage and snack vending sites, and other campus food service locations to assess operational effectiveness, safety, customer experience, product availability, cleanliness, branding compliance, and equipment condition.
- Develops, manages, and maintains financial plans for Campus Dining through analysis of financial and other reports in conjunction with the food service vendor. Collaborates with university offices to maximize use of the university's dining assets.
- Provides leadership and direction to the staff responsible for campus dining, establishing fiscal and programmatic benchmarks, goals, and objectives. Develops a comprehensive campus food and beverage master plan that includes dining services, concessions, vending operations, retail partnerships, innovative service models, technology integration, and long-term growth strategies.
- Responsible for food service, beverage, vending, and related retail food access contracts as they relate to leadership, marketing, management, administration, customer experience, operational performance, and overall oversight of Campus Dining, Athletics Concessions, and campus food and beverage programs.

RESPONSIBILITIES

- Collaborates with various campus entities to evaluate the feasibility of desired food service operations in campus buildings. Provides appropriately scaled solutions that meet the assessed demand of the population.
- Provides operational, financial, and strategic oversight of University beverage pouring rights, beverage vending, snack vending, and related retail food access programs. Ensures vendor compliance with contractual obligations, service standards, product availability, equipment performance, branding requirements, sustainability initiatives, and customer experience expectations.
- Establishes performance expectations and accountability measures for beverage and vending partners through analysis of operational reports, sales performance, service metrics, equipment uptime, customer feedback, and program outcomes.
- Serves as the primary operational liaison with beverage and vending partners and coordinates with University Counsel when issues implicate contract terms, financial exposure, or institutional risk.
- Collaborates with Athletics, Facilities Management, Housing, Student Affairs, academic units, student organizations, and auxiliary enterprises to identify and implement food and beverage service improvements that support campus needs and enhance the Auburn experience.
- Develops and implements strategies to optimize campus food and beverage access through dining, concessions, retail partnerships, and vending programs. Evaluates emerging technologies, consumer trends, sustainability opportunities, and innovative service delivery models to improve operational effectiveness and customer satisfaction.
- Exercises authority over operational standards, service expectations, corrective actions, vendor action plans, performance improvements, issue resolution, and operational reporting for campus dining, concessions, beverage, and vending programs.
- Serves in an advisory, non-legal role for contract renewals, RFP processes, performance reviews tied to contractual benchmarks, and transition planning between vendors.
- Represents the University's interests related to student experience, brand alignment, operational efficiency, product innovation, and responsible resource use across all campus food and beverage service channels.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Business, Management, or related field	and	7 years of	increasing responsibilities in a mid- to senior-level position within a large, comprehensive student dining environment or large corporate dining environment.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of student or corporate dining facilities to include operations and financial management.	
Demonstrated knowledge of the food service industry, contractual agreements, and ability to work with diverse internal and external constituencies.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:

Ability to see information in print and/or electronically.