



Benny's Diner Executive Director

Job Title: Executive Director & Board Director // **Division:** Benny's Diner

Job Level: Executive Leadership // **Reports to:** PSA General Manager

Supervises: General Manager, Marketing & Outreach Manager, Entry-Level // **Director Team:** Purchasing Director, Safety & Personnel Director

Job Purpose:

Benny's Diner is a student-run business operated by Penn Student Agencies. In addition to diner style dining, Benny's Diner offers enthusiastic service, and quality products in a convenient location. It is located in a go-to spot for students on campus looking to feel a little bit of homestyle comfort and this requires a great leader. The Benny's Diner Executive Director supports the agency by supervising the overall function of the restaurant, monitoring revenue and expenses, ensuring all other roles are performing as expected, and handling emergencies that may arise.

Duties & Responsibilities:

- Overall operations of the diner (i.e. service, quality, marketing, partnerships etc.)
- Work closely and lead the Director of Purchasing, the Director of Safety and Personnel and the General Manager to assure daily operations are successful and to assure the prosperity of the diner
- Supervise and coordinate the marketing and branding efforts of the diner with the Marketing and Outreach Manager.
- Conduct interviews and select agency staff at the entry-level and manager level with the Director of Safety & Personnel
- Conduct Semesterly Employee Evaluations & Feedback Meetings with the Safety & Personnel Director
- Work closely with the Vice President of Recruiting and the Executive VP of Operations to design and implement recruitment strategies and facilitate efficient onboarding of new employees
- Monitor sales, financial summaries, and profitability to improve the service and performance of the diner
- Schedule and lead regular meetings to ensure that the Artisans and Shift Supervisors are informed of updated information and that the diner is operating efficiently
- Serve as point of contact for any agency emergencies, and resolve them with the support of the PSA General Manager
- Work shifts at the diner as needed
- Reviews all agency financials and budget with the PSA President, the PSA General Manager and PSA Financial Assistant to identify trends and create models to present to the Board of Directors each month
- Respond to all communications in a professional and timely manner.
- Check GSuite email daily and follow through with all requested actions.
- Available for other duties as assigned by the PSA General Manager and requested by the Executive Suite of Penn Student Agencies.



Board of Directors Requirements:

- Attend all Board of Directors Meetings as a representative of the Benny's Diner Division
- Execute all voting privileges on behalf of Benny's Diner Director Team
- Creation of statements recording the perspective of Benny's Diner for votings regarding proposals and general decisions requested by the Chair
- All other duties outlined in the Bylaws of Penn Student Agencies
- Execution of all duties and responsibilities requested by the BOD Officers

Attendance Requirements:

- Board of Director Meetings (Weekly or Monthly)
- Bi-weekly meetings with the PSA General Manager and Co-Directors
- Monthly Cross-Functional Meetings as determined by the Executive Suite
- Monthly Agency Meetings (Determined by employee availability)
- Weekly Director and Management Team Meetings
- All PSA Semesterly GBMs and Community Events

Preferred Experience & Skills:

- Must be reliable, organized, responsible, able to delegate work, work under pressure, and a strong leader.
- Previous customer service, management, or food service experience is a plus.

Acquired Experience & Skills:

- **Leadership:** developed through guiding the employees and business toward a common goal.
- **Time Management:** gained through learning how to accomplish academic and director responsibilities in a timely and organized manner for the duration of your employment.
- **Fiscal Management:** gained through tracking and building revenue, following a budget, and making responsible spending decisions.
- And many more!

Salary: Median Compensation - \$700 monthly. Hourly wages are set depending on experience and determined by the PSA General Manager prior to your start date. Wages and salaries are as dependent on business performance.

Hours: 11 -16 hours per week, depending on agency need. You should expect to work an average of 13 hours weekly during a normal operating year.

Contracted Term: PSA Executive Leadership contracts are for one full year, starting in April and ending in April.

Email recruiting@pennstudentagencies.com with any questions.

Disclaimer: Details included on this job description are subject to change prior to the start of your contract.