

Job Description

JOB TITLE:	Supervisor, University Club	DATE:	February 1, 2017
REPORTS TO:	Area Manager, Cash Operations		
JOBS REPORTING:	Chef, Dining Supervisor, Office Assistant, Casual Part-time Hourly Staff		
LOCATION:	Main Campus		
GRADE:	7		
DEPARTMENT:	UW Food Services		

PRIMARY PURPOSE: Manage the University Club operation, consistent with departmental objectives, University policies and procedures.

KEY ACCOUNTABILITIES:

Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of "what the job does not the "how".

1.	<p>Effective utilization, deployment and development of people resources</p> <ul style="list-style-type: none"> • Oversee the work of applicable salaried staff and part-time hourly staff. • Determine staffing needs and assignments; schedule appropriately to meet the variable production requirements. • Recruit, train, coach and motivate staff on an ongoing basis while providing a constructive and positive working environment. • Performance manage staff in consultation with Human Resources/Employee Relations area. • Complete annual performance evaluation on applicable salaried staff.
2.	<p>Day-to-day operations</p> <ul style="list-style-type: none"> • Take initiative to carry out assigned duties with minimal supervision, to maintain an efficient, effective and cooperative work environment. • Oversee kitchen preparation and ensure that all food prepared is of the highest quality, is well presented, and that portion control is well managed so that overproduction is kept to a minimum to avoid waste. • Responsible for supply ordering, inventory control, cash controls, and security of all storage and servery areas. • Work with client's and events from start to finish, including original inquiry, coordination and supervision of event, post-event follow-up and billing. • Ensure compliance with health, safety and sanitation standards. • Maintain a creative, contemporary approach to menu items, theme events, special promotions and general marketing. • Ensure compliance with University liquor policies and procedures as well as the requirements of the Liquor License Act.
3.	<p>Fulfill administrative duties in a timely and accurate manner</p> <ul style="list-style-type: none"> • In close cooperation with the administrative office or as directed, handle a variety of tasks of an administrative nature. This will include but not limited to preparation of information for bi-weekly payroll submission, charge vouchers, cheque requests and invoices.
4.	<p>Financial Responsibilities</p> <ul style="list-style-type: none"> • Accountable for the cash handling procedures for assigned cash registers. This will include completion of bank deposits, cash float/change fund preparation, and submission of required reports to the administrative office. • Achieve acceptable financial results through effective management of labour, food costs, operational processes, purchasing and inventories. • Maintain adequate costing, inventory, security, and serving procedures for all alcoholic beverages.

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5.	<p>Contribute to the enhancement of a positive customer experience</p> <ul style="list-style-type: none"> • Provide expert advice and guidance in assisting members in the planning of weddings, meetings, private parties and catering. • Ensure a high level of customer satisfaction.
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POSITION REQUIREMENTS:

If hiring today, what would be the minimum requirements?

Education: A diploma in Food and Beverage management or equivalent work related experience

- Experience:**
- Three years supervisory experience in a food service operation, catering department, or restaurant.
 - Must have the ability to effectively communicate with all levels of the university and relate well to individuals and groups with widely varying backgrounds, perspectives, education, and skills
 - Proven ability to deal with stressful situations while maintaining composure
 - Experience with menu planning and costing, quality food preparation, budgeting cost control, as well as safety/sanitation techniques required.
 - Proven ability to work with a minimum of supervision in a fast paced, customer oriented environment.
 - Excellent motivator with highly developed interpersonal, organization and communication skills (written and oral).
 - Smart serve certified
 - Inventory and cash controls, food and labour cost control and providing exceptional customer service.
 - Proficient in the use of common computer software programs

Technical: Job specific experience, computer skills

MS Word	Excel	PowerPoint	Other
Basic	Basic	Not Required	Qs2 Experience with point of sale equipment

NATURE AND SCOPE:

- **Interpersonal Skills:** Internally, communicates with employees within specific units of all categories and levels including Full-time and Part-time hourly staff. Externally, this position interacts with customers, staff, faculty, students, vendors and suppliers.
- **Level of Responsibility:** manage one operation which includes direct supervision of applicable salaried staff, casual part-time hourly staff, many of which could be students
- **Decision-Making Authority:** Makes frequent, timely, independent and diverse decisions based on general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities and competing demands.
- **Physical and Sensory Demands:** Frequent hands-on activities within a restaurant setting and requires minimal exertion of physical effort.
- **Working Environment:** The variety of tasks and interruptions are high and there's an expectation to remain calm and polite at all times, be able to multi-task, show initiative, and accomplish results. Must have a flexible schedule and be willing to work early mornings, late evenings, weekends, and longer hours to accommodate event schedules or busier periods for the operation.