

Job Description

Job Title:	Assistant Supervisor
Department:	Food Services
Reports To:	Area Manager, Manager, Supervisor
Jobs Reporting:	None
Salary Grade:	5/6
Effective Date:	November 2017

Primary Purpose

Assist with the management of one or more UW Food Service units, consistent with departmental objectives, University policies, procedures and CUPE 793 Collective Agreement.

Key Accountabilities

Assist with development and deployment of people resources

- Assist with hiring, training, motivating and performance management of full-time and part-time hourly staff within assigned unit(s).
- Ensure that areas of the business are covered with the necessary number of staff and the correct skillset.
- Assist with the scheduling of part-time and student employees.
- Promote student employment on campus.

Assist with day-to-day operations

- Take initiative to carry out assigned duties with minimal supervision.
- Ensure all health, safety, sanitation, maintenance standards and franchise agreements are met.
- Supervise the preparation of all products in an efficient manner to handle daily requirements; ensure all food prepared is of the highest quality, and overproduction is kept to a minimum to avoid waste.
- Oversight of licensed events as required
- Assist with supply ordering, inventory control, cash controls and security of all storage and server areas.
- Ensure proper turnover of food and material minimizing waste.
- May be required to work in other UW Food Services units as needed.
- In the absence of the Manager/Supervisor, oversee the day-to-day operations of the assigned unit(s).

Fulfill Administrative duties in a timely and accurate manner

- In close cooperation with the department administrative office, and as directed, handle a variety of tasks of an administrative nature. This will include creating payroll records for employee's shifts, charge vouchers, cheque requests, invoices, vacation schedules, sick leave and other duties as assigned.

Financial Responsibilities

- Evaluate financial reports and take corrective action where necessary.

Contribute to the delivery of a positive customer experience

- Provide input into continual improvement in customer flow, unit appearance, product merchandising, messaging, marketing materials and unit atmosphere.
- Maintain high customer service levels by initiating improvement tactics training and coaching staff as needed.

Job Description



- Interact with customers to handle a variety of customer service issues.
- Work with a high degree of professionalism and courtesy when dealing with students, guests, staff and faculty.
- Assist in the implementation of new menu items and promotional materials.
- Assist as needed in planning, controlling and execution of special projects, renovations and program introductions.
- Actively participate in departmental and other related committees as needed.

Required Qualifications

Education

- A diploma in Food and Beverage management or equivalent work related experience
- Smart serve certified

Experience

- Several years' recent experience in hotel, quick service or institutional food service environment.
- Experience supervising in a unionized environment and working with student employees.
- Inventory and cash controls, food and labour cost control and providing exceptional customer service.
- Experience in supervising food preparation an asset

Knowledge/Skills/Abilities

- 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).
- Proficient in the use of common computer software programs

Nature and Scope

- **Contacts:** 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:** Assist with the oversight of one or more Areas' (could consist of multiple units) operational functioning which includes supervision of hourly and part time staff.
- **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:** Occasional 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 it is expected that the incumbent will remain calm and polite at all times, be able to multi-task, show initiative, and accomplish results. The incumbent 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.