

Job Description

Job Title:	Manager, Operations
Department:	UW Food Services
Reports To:	Area Manager, Operations
Jobs Reporting:	Supervisor, Assistant Supervisor, Full-time and Part-time hourly staff
Salary Grade:	8
Effective Date:	February 2017

Primary Purpose

Operational oversight over multiple UW Food Service units, consistent with departmental objectives, University policies, procedures, franchise agreements and CUPE 793 Collective Agreement. Focused effort extended across multiple units' emerging needs and priorities.

Key Accountabilities

Effective development and deployment of people resources

- Oversee the work of applicable salaried staff, full-time and part-time hourly staff
- Determine staffing needs and assignments; schedule appropriately to meet the specialized and 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 performance evaluation on applicable staff.
- Promote and foster student employment on campus.

Oversee day-to-day operations

- Take initiative to carry out assigned duties with minimal supervision
- Oversee the preparation of products to handle daily requirements; ensure all food prepared is of the highest quality, and overproduction is kept to a minimum to avoid waste.
- Ensure all health, safety, sanitation, maintenance standards and franchise standards are met.
- Consult with franchise head office regarding operational guidelines, retail pricing, products being sold to maximize revenue – if applicable.
- Maintain inventory management systems including supply ordering, inventory count, transfers and security of all storage and server areas.
- Work closely with Chef(s) for culinary support. Recommend menu selections within the unit(s).
- Source and recommend retail products being sold to maximize revenue.
- Performs other duties as assigned which may include working in other UW Food Services units.

Fulfill administrative duties in close cooperation with the administrative office in a timely and accurate manner

- Prepare and submit bi-weekly payroll for hourly paid employees.
- Ensure invoices are reconciled with products received.
- Complete and submit monthly department health and safety inspections.
- Ensure that occupational incidents are reported and investigated in a timely manner, and that corrective action is taken where necessary.
- Fulfill actions associated with audit results from Steritech, Health Inspector, and Franchise Partners.

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- Utilize recognized software to maintain up-to-date vacation schedules, preventative maintenance and asset management activities.

Financial Responsibilities

- Adhere to cash handling procedures including: daily cash reconciliation, bank deposits, cash float/change fund preparation, and submission of required reports to the administrative office.
- Adhere to Procurement and Contract Services Policies and departmental guidelines for spending activities.
- Achieve financial results based on budget targets.
- Evaluate applicable financial reports and propose corrective action when necessary.
- Assists in the development of the annual budget.

Contribute to the delivery of a positive customer experience

- Provide input into strategies to continually improve flow, unit appearance, product merchandising, messaging, marketing materials and unit atmosphere.
- Participate in planning and executing special promotions, theme events, and general marketing initiatives.
- Respond to customer service feedback, issues and requests with tact and resourcefulness.
- Participate in planning, managing and executing special projects, renovations and program introductions.
- Actively participate in departmental and other related committees as required.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University or College education with a specialty in Hospitality, Tourism or Food & Beverage management or equivalent work related experience

Experience

- Five years recent supervisory experience in hotel, quick service or institutional food service environment.
- Experience supervising in a unionized environment and working with student employees is an asset.
- Experience with inventory and cash controls, food and labour cost control.
- Proficient in the use of common computer software programs including Outlook.
- Experience with point-of-sale equipment.
- Experience in supervising food preparation.
- Experience in marketing, merchandising, promotional and event deployment.

Knowledge/Skills/Abilities

- Proven ability to work with a minimum of supervision in a fast paced, customer oriented environment.
- Demonstrated ability to make frequent, complex decisions and work well under pressure with multiple deadlines.
- Excellent motivator with highly developed interpersonal, organization and communication skills (written and oral).
- Valid driver's license is an asset.

Nature and Scope

- **Contacts:** Internally, communicates with employees of all levels within a specific unit including full-time and part-time staff. Externally, interacts with customers (staff, faculty, students), vendors and suppliers.
- **Level of Responsibility:** Oversight over multiple Food Services units' operational functioning which includes supervision of few salaried, several hourly CUPE and numerous part-time staff. Influences, performance manages and motivates.
- **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:** Extensive hands-on activities and requires moderate exertion of physical effort. 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.
- **Working Environment:** Office based within a restaurant setting. May be required to work in other UW Food Services units when needed. Must have a flexible schedule to work at various times, weekends, and extended periods to accommodate event schedules or busier periods for the operation.