

Job Description

Job Title:	Assistant Supervisor
Department:	Engineering Student Society
Reports To:	Corporate C & D Manager
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	August 2018

Primary Purpose

The incumbent will assist with the management of all aspects in the coffee shop, including day-to-day operations, training of new staff, and ensuring health and safety and sanitation standards are met. The Assistant Supervisor will oversee the daily operations of the coffee shop, including assisting in directing the work of part-time hourly staff.

Key Accountabilities

Daily Operations

- Take initiative to carry out assigned duties with minimal supervision
- Ensure all health, safety, sanitation, maintenance standards are met
- Supervise the preparation of all products in an efficient manner to handle daily requirements
- Assist with supply ordering, inventory control, cash controls and security of all storage
- Ensure proper turnover of food and material minimizing waste
- May be required to work in other area as needed
- In the absence of the Manager/Supervisor, oversee the day-to-day operations of the assigned unit(s)
- Other duties as assigned

Financial Responsibilities

- In close cooperation with the Corporate Manager, and as directed, handle a variety of tasks of an administrative nature, including confirming payroll records for employee's shifts, checking and approving invoices, balancing all cash ops daily and other duties as assigned

Customer Experience

- Provide input on customer satisfaction, staff feedback, product quality and unit atmosphere
- Maintain high customer service levels and initiate training and coaching of staff as needed

Required Qualifications

Education

- A diploma in Food and Beverage management or equivalent combination of education and experience

Experience

- Several years' recent experience in hotel, quick service or institutional food service environment
- Experience with inventory and cash controls, and providing exceptional customer service

Knowledge/Skills/Abilities

- Excellent customer service skills required
- Excellent organizational, communication and interpersonal skills

Job Description



- Basic computer skills required
- Ability to work evenings and weekends

Nature and Scope

- **Contacts:** : Internally, communicates with 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 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:** Extensive standing required. Stocking inventory 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 and weekends.