

Job Description

Job Title:	Unit Supervisor
Department:	Federation of Student, Commercial Operations
Reports To:	Area Manager, Food Operations
Jobs Reporting:	Part Time Hourly Line Cooks/Sushi Cooks
Salary Grade:	USG 6
Effective Date:	June 2023

Primary Purpose

The Purpose of the Assistant Manager, Food Operations is to provide unit specific operational management, support unit specific staff management, complete administrative tasks, and provide logistical support to the Area Manager, Food Operations and the business unit(s) they oversee. This role will specifically manage day to day cost controls including but not limited to all unit operations including food ordering, scheduling, staff management, and relationship building.

Key Accountabilities

Manage day-to-day unit operations and quality control

- Schedule daily and weekly tasks and duties to appropriate staff members on a daily basis
- 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 the area manager regarding the creation and implementation of operational guidelines and retail pricing
- Maintain inventory management systems including supply ordering, inventory count, transfers and security of the unit
- Work closely with the team and unit partners to create new offerings. Recommend menu selections within the unit(s)
- Performs other duties as assigned which may include working in other WUSA units.

Effective development and deployment of people resources

- Lead the hiring, training, motivating, disciplining, and performance management of full-time and part-time hourly staff within assigned food unit(s).
- Improve business processes and ensure all team members are adequately trained and supported in the implementation of processes
- Create weekly staff schedules that ensure adequate labour coverage for sales levels for business unit(s) and are in line with margins.
- Oversee the day to day operations and supervision of all food service staff within the area.
- Promote student development and employment within the organization.

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 internal assessments, health department, and franchise partners.
- Utilize recognized software to maintain up-to-date vacation schedules, preventative maintenance and asset management activities.
- Work with business partners including franchisors, to implement new systems, products, and developments to ensure the unit is operating in compliance with all policies, procedures, and standards.

Financial responsibilities, management of inventory and information systems

- Ensure food & labour cost control targets are met through strategic scheduling, innovative production strategy and establishing strong systems
- Monitor and report on food and labour cost for daily, weekly, and monthly operations
- Conduct item inventory on a monthly basis, spot check inventory completed weekly
- Record and measure food waste daily
- Ensure recipes and vendor items are maintained and up to date in ERP/POS system
- Be a leader in asset management from cash, inventory, asset management, and other valuable tangible and non-tangible goods

Lead the delivery of a positive customer experience

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

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- High School Diploma
- Post secondary degree/diploma in business, hospitality or equivalent education and/or experience.
- Formal culinary training an asset
- Food safe handling certificate preferred

Experience

- 5 year's Food service experience
- 3 years of supervisory/management experience in foodservice/retail setting

Job Description



- Experience in a high volume quick service restaurant or full service restaurant

Knowledge/Skills/Abilities

- Experience with Microsoft office (excel, word, powerpoint, teams) or equivalent (GSuite)
- Experience with Point of Sale (POS)
- Excellent customer Service
- Excellent communication skills
- Knowledge of food preparation, presentation, and attention to detail
- Ability to cost menu items and large catering jobs

Nature and Scope

- **Contacts:** Internal: Accounting Department, Marketing External: Suppliers/Vendors
- **Level of Responsibility:** Staff management, training and development of front line staff
- **Decision-Making Authority:** In store supervision of staff and resources
- **Physical and Sensory Demands:** ability to lift 50lbs independently, ability to work standing for 6+ hours
- **Working Environment:** Variable hours based off of business, evenings and weekends required.