## 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

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**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”.

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<th>Key Accountability</th>
<th>Details</th>
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| **1.** Effective utilization, deployment and development of people resources | - 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.** Day-to-day operations | - 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.** Fulfill administrative duties in a timely and accurate manner | - 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.** Financial Responsibilities | - 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. |
Job Description

5. Contribute to the enhancement of a positive customer experience
   • 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.

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

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<th>MS Word</th>
<th>Excel</th>
<th>PowerPoint</th>
<th>Other</th>
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<td>Experience with point of sale equipment</td>
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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.