

## Job Description

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

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### **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.