#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Food Services, The Trend at Traill College

**Job Number:** X-405 | VIP: 1684

**Band:** EXEMPT- 4

**NOC:** 0631

**Department:** Food Services

**Supervisor Title:** Director, Food Services

**Last Reviewed:**  August 31, 2021

#### **Job Purpose:**

Under the direction of the Director, Food Services or their designate, the incumbent will work highly independently, following very broad guidelines to operate The Trend in a safe, efficient and profitable manner, including but not limited to hiring, training and performance management of all staff, oversee all staff training, managing product inventory, cash handling and reconciliation, monitor all financial aspects of the operation in relation to the budget and ensuring all University standards and requirements are followed. The incumbent will work a series of rotating shifts that ensures regular participation in store front activities covering all days of the week and hours of the day that the store is open. The incumbent will frequently liaise with the College Principal and his/her designate and staff from Housing to ensure the needs of all community members are being met.

#### Key Activities:

##### Operations

##### Prepare menus, develop recipes, order food and related supplies from approved vendors

##### Prepare food for service to customers

##### Ensuring all related University policies are followed

##### Demonstrating and providing excellent customer service

##### Respond to and follow up on customer feedback

##### Inventory and order products and supplies to ensure efficient operations of outlet

##### Ensure a clean and well maintained and merchandised outlet

##### Executes and communicates all planned promotions

**Store Front Activity**

* Working as a member of the store front team, the incumbent will prepare a wide range of food products, serve customers, make coffee and specialty drinks, operate the point of sales system, participate in daily cleaning and maintenance

**Staffing/Human resources**

* Hire, train and supervise the all employees, regular recurring hourly staff and student staff
* Hiring student staff annually (posting jobs, interviewing)
* Scheduling of staff to ensure efficient operations
* Supervising and directing daily duties of student staff
* Conduct training for all staff
* Conduct regular reviews with staff and deal with any disciplinary issues that arise

**Administration**

* Participates as a member of the Food Services Advisory Committee
* Ensure staff hiring documents are provide to HR
* Review and send staff hours to Payroll for processing as required to meet payroll deadlines
* Ensure all pricing in point of sales system is updated and accurate
* Handling repair issues

**Finance**

* Participate in the development of the annual business plan and budget
* Ensure all reports are completed and submitted in a timely manner
* Process deposits on daily, weekly , monthly basis to finance department,
* Prepare and submit regular and ad hoc reports for the Director, Foodservices
* Monitor financial operations in relation to set budget and take corrective action as required
* Prepare and submit reports and information related to funds transfers

#### Education Required:

* Minimum three year college diploma in culinary, hospitality, business or related field.
* Food Safety Training is required. Advanced Food Safety Training is an asset and an incumbent without this qualification will be required to obtain it within one year of being hired.
* Standard First Aid
* A Provincial Red Seal is preferred.

#### Experience/Qualifications Required:

* 2 years of progressive supervisory experience is required
* 3 years food or hospitality experience
* Cash handling/retail experience
* Exceptional customer service
* Point of sale system experience (experience specifically with Volante is an asset)
* Organized, flexible, attention to detail
* Excellent verbal and written communication skills, advanced skills with Excel, able to use common software (Word, PowerPoint, )Criminal record check may be required

**Job Evaluation Factors:**

**Analytical Reasoning**

* The position is largely self directed but will rely upon University policies and procedures for guidance.
* The Manager will be required to constantly monitor operations throughout the

day and make appropriate adjustments to production and staffing levels.

* In the event of customer complaints, determine and implement an appropriate remedy.

**Decision Making**

* Incumbent acts independently and requires limited guidance or assistance in the handling of day to day tasks
* Incumbent is expected to understand the scope of responsibilities and use judgement to prioritize and complete tasks as necessary
* Incumbent is expected to independently interact with diplomacy and tact with students, staff, faculty and other guests
* Handle customer complaints in an appropriate manner

**Impact**

* Inappropriate planning of staffing and/or inventory will have a negative impacts on sales, profitability, customer satisfaction.
* Sensitivity to the work needs of students will ensure a productive and positive work place.
* An awareness of the relationship between the Food Services and Traill College specifically as it relates to the joint nature of the operation will improve relationships between the parties
* Inadequate training of staff will negatively impact customer satisfaction.
* Inability to maintain a clean and safe work space can result in charges under the Food Services Premises Act

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

* Hires, trains, motivates the all staff which could include Assistant Manager and one or more student managers an/or student employees

Indirect Responsibility for the Work of Others:

**Communication**

Internal:

* Director, Foodservices – annual budget process,
* Traill College Principal
* Food Services Advisory Committee
* Trent U Card Office – account transactions, POS equipment
* Finance – accounting, budgets
* Facilities Management – fixit, OwlOps

External:

* Approved suppliers
* Health and safety auditors
* Repair companies

**Motor/ Sensory Skills**

* Excellent dexterity to prepare products
* Able to handle products, cash, coin,
* Able to hear customer orders
* Verbally direct the work of others
* Sight adequate to ensure items are properly prepared and to observe staff at work

**Effort**

Mental:

* Sustained periods of concentration
* Manage multiple tasks at the same time
* Able to prioritize tasks

Physical:

* Extending periods of continuously working while standing (4 hours)
* Seated work to complete paperwork, cash handling
* May work extended hours
* Works a rotating schedule that covers all days of the week and all operating hours (7 am – 9 pm)
* Able to lift 20 kilograms

**Working Conditions**

Physical:

* None

Psychological:

* Extended periods of concentration and focus