

JOB TITLE: Supervisor, The Side Bar

REPORTS TO: Executive Director

CAMPUS: Bora Laskin Faculty of Law Campus - Thunder Bay

HOURS: 8:00 am - 2:30 pm, Monday to Thursday

TERM: September 3, 2024, to November 29, 2024, & January 6, 2025, to March 28, 2025

PAY: \$19.50/hr, bi-weekly

ROLE SUMMARY:

The Lakehead University Student Union (LUSU) Side Bar Supervisor is an enthusiastic and detail-oriented individual responsible for supervising all aspects of the canteen operation. With direction from the Executive Director, this role's key responsibilities for LUSU's Side Bar include exceptional customer service skills, menu development, developing and maintaining relationships with the campus community, and driving revenue growth.

KEY RESPONSIBILITIES:

Venue Operations:

- Supervise and participate in the daily operations of the canteen, maintaining a clean and inviting atmosphere.
- Develop a general menu of daily and seasonal specials based on sales and revenue growth.
- Collaborate with the head chef on food menu items, pricing and specials.
- Manage inventory, including ordering and stock control, to meet business requirements.
- Oversee cash flow, budgets, and daily deposits, aligning with financial targets.
- Ensure compliance with health and safety standards and safe food handling regulations.
- Ensure adherence to all legal and safety regulations during events, including safe food service and capacity limits.
- Handle customer complaints and resolve issues promptly.

Hands-On Work:

- Preparing and serving coffee and food.
- Demonstrating excellent serving skills and customer service.
- Address and resolve customer complaints promptly and effectively.

Regulatory Compliance:

- Ensure that The Side Bar meets all health and safety standards.
- Handle minor venue repairs and maintenance, including equipment and facilities.
- Oversee all required fire code and health and safety checks to ensure compliance.

Financial Management:

- Handle financial aspects, including submitting payroll hours, till counting, and reporting.
- Work with the Executive Director to monitor and assess sales data to identify areas for improvement.
- Assist in setting pricing and specials for the food and drink menu.

Marketing and Promotion:

- Collaborate with the marketing department to create promotional materials and to find external partners for event promotion and sponsorship opportunities.

Miscellaneous Responsibilities:

- Assist in venue renovations and interior design improvements.
- Maintain relationships with various campus departments.
- Manage office-related tasks, such as purchasing supplies and handling deliveries.

Other duties as assigned.

QUALIFICATIONS:

- 1+ years of food industry experience
- Safe Food Handling Certification
- Excellent organizational and multitasking abilities.
- Knowledge of health and safety regulations
- Exceptional communication and problem-solving skills.
- Proficiency in social media and marketing strategies.
- Robust analytical and problem-solving skills.
- Passion about the student experience.

ROLE CRITERIA:

- Part-time, contract.
- 26 hours per week, flexibility when required.
- Ability to work for extended periods on your feet. (standing and walking).
- Variable hours to accommodate weekend and evening functions.

EMPLOYMENT EQUITY:

LUSU is committed to the principles of employment equity. Applications from all qualified candidates are welcome; in particular, applications are encouraged from Queer and Trans people, women, Black, Indigenous, and Racialized people, and Disabled People. We prioritize the hiring of individuals who experience systemic barriers to employment and invite you to self-disclose in your cover letter or on your resume.

Please use your cover letter to tell us about your unique perspectives, experiences, and abilities and how they relate to your fit within the student union's team.

APPLICATIONS:

Email your cover letter and resume to hr@lusu.ca and address it to Vanessa Franklin (Administration & Student Life Coordinator). Please use the subject line "Application: Supervisor - The Side Bar".

Applications Due: Friday, August 2, 2024 at 11:59 PM

Interviews: Qualified applicants will be contacted for interviews.



About Us

The Lakehead University Student Union (LUSU), Local 32 of the Canadian Federation of Students, is the students' union representing nearly 10,000 members at Lakehead University's Thunder Bay and Orillia Campuses. We are a non-partisan, non-profit organisation dedicated to the fight for a universal, accessible post-secondary education and providing an environment where students can pursue academic excellence as well as personal and social growth.