**UPEI Student Union**

**Job Description**

Job Title: Fox & Crow Assistant Manager

Reports to: Fox & Crow Manager

Position Type: Full Time Seasonal

Supervises: Cooks, Servers, Bartenders, Security

Work Location: WA Murphy Student Centre

Hours: As soon as possible-April 30:

40 hours per week varied Day, Evenings & Weekends

**Organization Overview**

Founded in 1969, the UPEI Student Union is the oldest incorporated student organization at the University of Prince Edward Island. With over 5,000 members, the UPEISU provides a range of services, including health and dental plans, funding, event programming, a campus pub and more. The UPEISU is unique in that it is the primary student advocacy organization on PEI; in other provinces, this responsibility is managed by a dedicated provincial advocacy group.

The Fox & Crow is the campus pub and café for students, staff, faculty and visitors to the UPEI campus. The Fox & Crow is open all day to provide a place for everyone to eat, drink, relax and hang out while on campus. The pub also plays host to several events throughout the year for students, clubs and campus departments.

**Position Purpose**

The Food & Beverage Assistant Manager is a full-time seasonal employee of the UPEISU who works with and is accountable to the Fox & Crow Manager. The Fox & Crow Assistant Manager will be the primary contact between the staff and the patrons and is responsible for training and guiding the staff throughout the year. This position is responsible for the daily operations of the Fox & Crow. This includes customer service, training, social media, promotions, event execution as well as other duties as required.

**Staff Responsibilities**

* Conduct staff evaluations in conjunction with the Manager
* Develop staff schedules in conjunction with the Manager
* Develop and implement staff incentive programs
* Act as a liaison between front of house and back of house staff during the shift and expedite orders as needed.
* Organize and execute staff meetings
* Ensure staff have appropriate certification, including but not limited to, Responsible Beverage Service and Food Safety Training
* Initiate training practices and enforce operational and personnel policies and procedures
* Assist with screening, interviewing and hiring staff as required
* Deal with customer complaints
* Checking in on dining customers to inquire about food and service quality
* Oversee the floor service and assist as required
* Sit in on disciplinary meetings and staff evaluations in conjunction with the Manager
* Resolve customer complaints in a professional manner.
* Organize staff orientation in conjunction with the Manager
* Execute ongoing training with staff as needed during the year
* Manage operations with passion, integrity, and knowledge while promoting the culture and values of the UPEI Student Union.

**Inventory & Equipment**

Ensure proper procedures are followed when handling UPEI Student Union food and liquor inventory and cash

* Ensure operations are fully stocked at appropriate inventory levels
* Ensure equipment is maintained and in working order

**Financial Responsibility**

* Balance and submit daily sales, inventory, and deposit reports
* Responsible for the maintenance of floats

**Marketing & Event Management**

* Collaborate with the Communications and Marketing Manager and Fox & Crow Manager on marketing strategies for the operations.
* Post on social media as required
* Execute events as requires by the Manager
* Initiate in house food and beverage promotion

**Compliance & Cleaning**

* Record daily temperatures as required by the Department of Health and Wellness
* Develop and monitor weekly, monthly and yearly staff cleaning schedule
* Ensure compliance with food and health and safety regulations

**Job Specifications**

* Minimum two (2) years supervisory experience in the restaurant and/or cafe industry
* WHIMIS
* Excellent organizational and interpersonal skills
* Ability to work in a fast-paced environment
* Ability to stand for extended periods of time
* Event management experience
* Knowledge in POS systems
* Must have a Responsible Beverage Server Certificate and Safe Food Handling Course
* Understanding of cafe industry
* Ability to work flexible shifts including days, nights, and weekends
* Exceptional customer service skills

**Education**

* University degree, College diploma or equivalent experience

**Work Schedule**

* To the end of April with the potential to extend into the summer

**Benefits**

* Parking
* Health & Dental Benefits
* Cell Phone Allowance