

JOB DESCRIPTION

MANAGER - FELICITA'S

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. Coordinate and administer all Felicita's functions.

ORGANIZATIONAL RELATIONSHIPS:

1. Report and is responsible to the General Manager.
2. Manage Felicita's food service in partnership with the Food Services Manager.
3. Responsible for the supervision of all Felicita's employees.

ORGANIZATIONAL BACKGROUND:

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.

DUTIES:

1. Train, supervise, and perform written evaluations for Felicita's employees.
2. Ensure that staff adhere to Liquor Control Act Regulations, Criminal Code, health standards, UVic Liquor Policy, and by-law regulations.
3. Liaise with all appropriate authorities.
4. Assist in and provide recommendations in the hiring of Felicita's employees.
5. Manage day-to-day financial and administrative tasks, and daily and monthly inventory counts, sales reports, controls and record keeping.
6. Notify the General Manager of any breaches to workplace policies and/or procedures.
7. Develop the Felicita's annual operating budget within the parameters established by the General Manager.
8. Review monthly financial statements and compare the actual operating results to the budget, reconcile major discrepancies;
9. Identify operational problems, opportunities, and recommended courses of action, for the General Manager.
10. Ensure adherence to all policies and procedures of the UVSS and the Collective Agreement.
11. Schedule employees regularly, to replace absent employees, to assist during busy periods, and to go on break, and for taxi-sharing.
12. Notify the General Manager of any problems or potential issues.
13. Secure and alarm all bar and liquor areas.
14. Organize the marketing and promotion of Felicita's and its events.
15. Facilitate a high level of customer satisfaction with food and beverage service.
16. Other related duties as assigned by the General Manager.

QUALIFICATIONS:

Required:

1. Post-secondary hospitality management certification, or equivalent education or work experience.
2. Minimum five years' experience supervising a large staff (over 30 people).
3. Minimum three years' bartending experience.
4. Two years' experience in budgeting and financial management.

5. Must be bondable and provide a criminal record check.
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7. Proven experience developing and implementing creative and effective marketing strategies.
8. Dedicated to a high level of customer experience.
9. Ability to work as part of a team.
10. Valid "Serving It Right" certificate.
11. Valid FOODSAFE Level 2 certificate.
12. Experience handling large volumes of cash.
13. Experience with computer word processors, and spreadsheet, database systems, and Point of Sale (POS) systems.
14. Demonstrated organizational and leadership skills.
15. Proven ability to work independently.
16. Demonstrated conflict resolution skills.

This is a permanent job filled by a full-time employee, and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.