

JOB DESCRIPTION

BEVERAGE SERVICES SUPERVISOR – FELICITA'S

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. Supervises all employees and prepares and sells beverages in Felicita's.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to the Felicita's Manager but is under the overall authority of the General Manager.

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. Prepare and sell Felicita's beverage items for the pub.
2. Maintain adequate levels of stock the pub and report shortages to the Manager.
3. Ensure a high standard of cleanliness in licensed and customer areas.
4. Facilitate a high level of customer satisfaction with food and beverage service.
5. Ensure that staff adhere to Liquor Control Act, Criminal Code, health standards, UVic Liquor Policy, and by-law regulations.
6. Ensure that everyone is being asked for proper identification when a Security Attendant is not on duty.
7. Evaluate the legality of different types of identification.
8. Liaise with the appropriate authorities as needed.
9. Complete tasks as outlined in the schedule or assigned by the Felicita's Manager.
10. Ensure that the Beverage Service Attendants have completed their duties at the end of every shift.
11. Receive, organize, and store incoming stock shipments.
12. Ensure all staff on shift take appropriate breaks, while ensuring smooth and continuous operation of the department.
13. Report any equipment/building maintenance problems to the Felicita's Manager immediately.
14. Provide a visible presence for, and assist, train, and supervise staff.
15. Secure and alarm all bar and liquor areas.
16. Prepare inventory reports for the Manager when directed.
17. Ensure staff follow all UVSS policies and procedures and the USW Collective Agreement, notifying the Manager of any breaches.
18. Prepare floats for Beverage Service Attendants.
19. Reconcile cash, prepare deposits, and secure all cash as directed by the Manager.
20. Schedule employees' breaks, including replacing absent employees, assisting when staff shortages occur, and organizing taxis.
21. Help to fill vacant shifts when applicable.
22. Identify operational problems, opportunities, and recommended courses of action for the Manager.
23. Ensure that Felicita's is a secure and safer space, in collaboration with the Manager.
24. Other related duties as assigned by the Felicita's Manager or the General Manager.

QUALIFICATIONS:

Required:

1. Must be a member in good standing of the University of Victoria Students' Society (a current undergraduate student).
2. A minimum of one-year's bartender experience in a high volume pub or restaurant.
3. A minimum of six-months' supervisory experience.
4. An understanding of beverage preparation techniques and the applicable legislation.
5. Familiarity with the Liquor Control Act and the terms and conditions of a Liquor Primary License.
6. Must be 19 years of age or older.
7. Experience handling cash.
8. Current, updated Serving It Right and FOODsafe Level I certificates.
9. Commitment to a high standard of customer service.
10. Strong verbal and written communication skills.
11. Strong attention to detail, organizational, prioritization and problem-solving skills.
12. Must be punctual and reliable.
13. Experience using a Point of Sale (POS) system.

Preferred:

1. Experience working and/or managing in a unionized environment.
2. Demonstrated respect for various abilities, genders, sexualities and socioeconomic realities.

This is a student job and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer