

JOB DESCRIPTION

MANAGER - FELICITA'S

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. Manages, coordinates and oversees all aspects of the front of house operations of Felicita's pub
2. Supervises all Felicita's front of house employees.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to and is responsible to the General Manager.
2. Assists in overseeing Felicita's food service in partnership with the Food Services Manager, and work closely with the Main Kitchen Sous Chefs and CDP as well as Graphics, Accounting and Catering departments.

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. Manage day-to-day operational, financial and administrative for Felicita's.
2. Conduct the hiring process for all student staff in the operation and make recommendations to the General Manager for approval.
3. Train, schedule, supervise, and provide oversight for Felicita's employees to ensure the overall smooth running of the operation.
4. Develop the annual operating budget for Felicita's within the parameters established by the General Manager.
5. Review monthly financial statements and compare the actual operating results to the budgets, and identify problems and opportunities along with recommended courses of action for review by the General Manager.
6. Ensure that staff adhere to Liquor Control Act Regulations, Criminal Code, health standards, UVic Liquor Policy, and by-law regulations.
7. Liaise with all appropriate authorities when necessary.
8. Ensure adherence to all policies and procedures of the UVSS and the Collective Agreement, and notify the General Manager of any breaches.
9. Manage the successful marketing of the operation including print, web, and social media, in collaboration with the Graphics department.
10. Manage marketing and promotion budgets for Felicita's.
11. Facilitate a high level of customer satisfaction with food and beverage service.
12. Support relevant staff in navigating conflict and difficult and/or elevated customer interactions.
13. Update the Felicita's Business Plan annually, ensuring it aligns with the UVSS Strategic plan, in collaboration with the General Manager.
14. Ensure that Felicita's is a safer space, in collaboration with the General Manager.
15. Other related duties as assigned by the General Manager.

***** This Job description is pending formal approval**

QUALIFICATIONS:

Required:

1. Post-secondary hospitality management certification, or equivalent education or work experience.
2. Minimum two-years' experience supervising, motivating and training a large staff (over 30 people).
3. Minimum three-years' bartending experience in a busy liquor primary establishment.
4. Two-years' experience in budgeting and financial management.
5. Must be bondable and provide a criminal record check.
6. Ability to work as part of a team.
7. Valid Serving It Right and Food Safe Level II certificates.
8. Experience handling large volumes of cash.
9. Experience with computer word processors, and spreadsheet, database systems, and Point of Sale (POS) systems.
10. Commitment to a high standard of customer service.
11. Strong verbal and written communication skills.
12. Strong attention to detail, organizational, prioritization and problem-solving skills.

Preferred:

1. Experience in the development of creative and effective marketing strategies using various platforms.
2. Experience working and/or managing in a unionized environment.
3. Demonstrated respect for various abilities, genders, sexualities and socioeconomic realities.

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.

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