

Title: Rook Assistant Manager

Purpose:

The purpose of the Rook Assistant Manager is to assist in the smooth operation of The Rook Cafe and Pub by supervising staff, overseeing events, receiving and handling products, preparing food, providing excellent customer service, promoting retail offerings, and ensuring regular promotion of the establishment and any other food service initiatives identified or initiated through the course of their employment.

Job Classification:

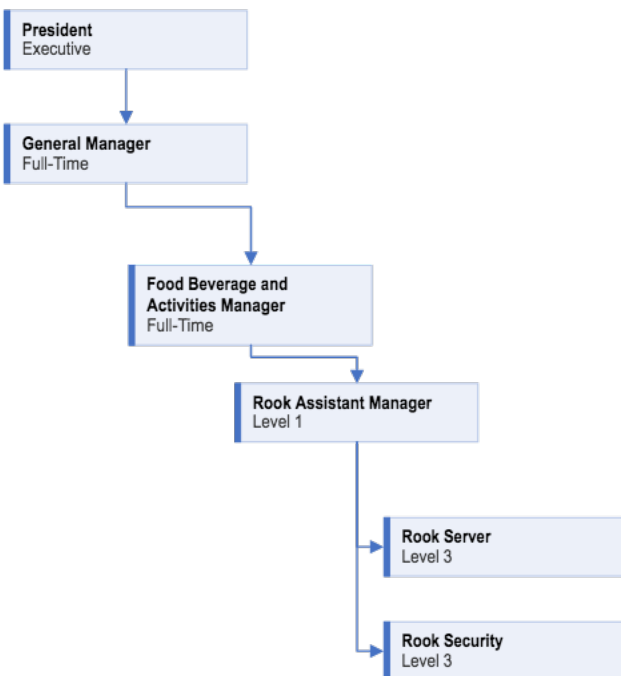
Level 1

Compensation:

This position is compensated with hourly wages at the Nova Scotia Minimum wage plus 16%.

This position is part-time, with a maximum of 15 hours per week. Reading weeks, winter break, and non-statutory holidays are all unpaid time off unless otherwise stated in the employee handbook.

Reporting and Supervision:



Duties and Responsibilities:

Essential Duties

Meet weekly with the Food, Beverage and Activities Manager and Vice President Student Life to support the planning and execution of the upcoming programming events.

Ensure you have working knowledge of all contacts, suppliers and administrative tools related to the position.

Assist in the execution of daytime and evening Rook operations, programming and entertainment services to the Mount community.

Assist with inventory management, food handling/receiving, and customer service at The Rook.

Coordinate and promote programming events at The Rook.

Other Duties

None

Key Responsibilities

Participate in job shadowing with outgoing Rook Assistant Manager when possible.

Ensure regular promotion of the Rook and any other food service initiatives identified or initiated through the course of your employment.

Oversee the regular promotion of food and beverage specials and services via campus print media, email, and social media platforms.

Supervise staff and events at The Rook.

Receive products and ensure their proper handling.

Provide excellent customer service and promote retail offerings.

Prepare and handle food.

Maintain and keep required records related to food safety, occupational health and safety, and other relevant documentation, including but not limited to food inspections, temperature logs, training records, and incident reports, as required by law and relevant organizations.

Immediately report any maintenance requests related to the facilities, including pest removal, to ensure timely resolution and minimize disruptions to soup kitchen operations. In case of equipment failures, report them promptly to the appropriate person for repair or replacement.

Ensure all recipes and other Rook standard operating procedures are maintained and available in The Rook at all times.

Governance and Service

Attend monthly service managers meetings and collaborate with other services on projects as appropriate.

Be willing to participate in other committees or working groups as needed.

Assist the Food Beverage and Activities Manager in preparing service reports as necessary, including before each Students' Representative Council meeting, and before the semi-annual and annual general meetings.

Assist the Food Beverage and Activities Manager in implementing the strategic plan by evaluating the Rook service and identifying areas that require improvement to meet the plan's objectives.

Required Qualifications:

Persons in this position must be over the age of 19 and be able to pass an enhanced criminal record check, as this role involves the sale and service of alcohol.

Education

Be a student at MSVU enrolled in at least 0.5 credits, one audit course, or a thesis.

Hold or be able to obtain Serve Right certification, Advanced Food Safety certification, First Aid and CPR/AED certification, Mental Health First Aid.

Have taken or be willing to take Bystander Intervention Training, and any other training or certification as may be deemed appropriate by the MSVUSU, or become required by Law.

Experience

At least 1 year of experience with commercial food preparation, mixology, service industry or customer service required.

Experience in staff management and supervision.

Knowledge, Skill and Abilities

Be able to deal effectively with difficult situations and individuals and work in a fast-paced environment.

Be an organized and initiative-driven individual able to multi-task.

Provide excellent customer service that includes being non-judgmental and understanding the importance of confidentiality.

Proficiency in using various software and technology tools, such as office 365, and social media platforms.

Strong communication skills, both written and verbal.

Ability to independently learn operations, procedures, processes and use of equipment.

Ability to stand, walk, bend, etc for extended periods and lift up to 25 lbs

Behavioural Competencies

The Rook Assistant Manager must possess developed professional skills and behavior, including the ability to lead a team and provide effective supervision.

Strong interpersonal skills and ability to collaborate with a diverse group of stakeholders, including community partners, volunteers, and clients.

Adaptability and flexibility to respond to changing situations and priorities.

Demonstrated integrity and ability to maintain confidentiality.

Strong commitment to the principals of Equity, Diversity, Inclusion and Accessibility, and the values of the MSVUSU.

Preferred Qualifications:

Post-secondary education in the areas of tourism and hospitality management, business management, culinary arts, mixology or related field.

Previous experience working as a supervisor or manager in a café or pub setting.

Previous experience working in harm reduction, sexual violence prevention, or working with diverse communities.

Mental/Physical Effort and Working Conditions:

The Rook is a cafe and pub located at Mount Saint Vincent University (MSVU) in Halifax, Nova Scotia, Canada. The establishment is committed to positive consent culture and harm reduction, which are values that promote a safe and respectful environment for all patrons and staff. The cafe serves JustUs products, including coffee and tea, as well as a mix of alcoholic and non-alcoholic beverages. During the day, The Rook operates as a cafe, and in the evening, it transforms into a pub.

The Rook has a cozy and relaxed atmosphere with comfortable seating and an outdoor patio area. The decor features a mix of modern and vintage elements, creating a unique and inviting space for students, faculty, and staff of MSVU to socialize, study, and relax. The Rook offers various food and beverage specials and hosts programming events, such as open mic nights, trivia nights, and live music performances.

People in this position will be standing for extended periods, need to bend and stretch, be exposed to noise and high volume, and be dealing with potentially difficult customers. This establishment serves alcohol, and so some customers will be inebriated, and may do or say inappropriate things. Persons in this position will need to intervene when customers exhibit inappropriate behaviour. Training is provided on how to do this in an appropriate way. This can be stressful.

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