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| MSU-logo-2001 | JOB DESCRIPTIONHourly Staff |

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| **Position Title:** | **TwelvEighty – Restaurant Shift Supervisor** |
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| **Term of Office:** | September 1 to April 30 |
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| **Supervisor:** | TwelvEighty Restaurant Manager |
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| **Remuneration:** | Grade C |
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| **Hours of Work:** | Variable |

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| **General Scope of Duties** |
| The Restaurant Shift Supervisor is responsible for the supervising front of house activities at TwelvEighty. Ensures a positive and safe experience for staff and patrons. The Restaurant Shift Supervisor heads and empowers teams of employees in order to reach goals and manage time delivery of service. The Restaurant Shift Supervisor performs opening and closing duties, including cash reconciliation and deposits.  |

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| **Major Duties and Responsibilities** |
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| **Category** | **Percent** | **Specifics** |
| Supervisory Function  | 50% | * Oversees any customer concerns or inquiries
* Monitor all aspects of the front of house atmosphere during the shift while serving a section of tables
* Responsible for assigning sections and side duties to all staff to ensure proper service for tables and completion of all daily front of house tasks
* Communicates responsibilities, specials, promotions, and other important information to servers and bartenders
* Leads a team of security staff, bartenders, barbacks, and cover staff for club nights, delegating duties and responsibilities for the night
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| Operational Function | 20% | * Prepare restaurant for daily service, including taking chairs down, starting point of sale system, prepping tills for bartenders, communicating with the kitchen about daily specials, setting up reservations, and restocking supplies
* Complete closing duties as required, including locking all doors and ensuring cleanliness of restaurant
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| Financial & Budgeting Function | 25% | * Reconcile sales with report print outs using point of sales report
* Ensure accuracy of transactions and make necessary adjustments
* Follow up with staff if there are any discrepancies
* Prepare end of day summary and forward to Restaurant Manager for authorization and submission to the accounting department
* Consolidation of cash counts and deposits
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| Other  | 5% | * Other duties as assigned
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| **Knowledge, Skills and Abilities** |
| * Strong leadership and supervisory skills required to direct, be critical, and lead staff members
* Knowledge of basic accounting principles required to perform financial duties
* Interpersonal skills required to effectively interact with staff and customers
* Strong communications skills, written and verbal
* Organizational skills
* Knowledge of restaurant industry
* Knowledge of campus bar industry
* Knowledge of Liquor License Act
* Problem solving skills
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| **Effort & Responsibility** |
| * Responsible for ensuring a safe environment in bars.
* Responsible for ensuring Liquor License Act is followed.
* Responsible for providing a satisfactory restaurant experience for customers and work environment for employees
* Effort required exercising judgment in staff discipline situations
* Responsible for supervision of all part time staff on shift
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| **Working Conditions** |
| * Loud volume, noisy, environment
* Potential risk of personal injury
* Late evenings
* Increased time demands during peak times and events, such as Welcome Week, Homecoming, St. Patrick’s Day etc.
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| **Training and Experience** |
| * Smart Serve certification is required
* Past Restaurant experience preferred
* Food Handler’s certificate preferred
* Experience in campus environment preferred
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| **Equipment** |
| * Point of sale system
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