



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

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# Job Board Posting



Careers.Indigenous.Link

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## ASSISTANT MANAGER

**Job ID** 23915-6139  
**Web Address** <https://careers.indigenous.link/viewjob?jobname=23915-6139>  
**Company** McMaster University  
**Location** Hamilton, ON  
**Date Posted** From: 2019-01-11 To: 2050-01-01  
**Job** Type: Full-time Category: Education

### Description

**JOB PURPOSE:** Under the direction of the Chef Manager, Catering Manager or Associate Manager, the Assistant Manager assists in the day-to-day task supervision of operations as assigned. This position is an entry level management position in Hospitality Services. The incumbent provides consistent supervision to front-line and back of house staff to ensure operational efficiency, maintaining department standards for food quality and presentation, service, safety and sanitation while assisting management in meeting and exceeding customer needs and the goals & objectives of the department. **JOB SUMMARY:** Reporting to the Associate Manager, Catering Manager or Chef Manager, the incumbent assists the Associate Manager, Catering Manager or Chef Manager in effective management of the operations assigned; supports the manager in ordering of food and supplies, cash controlling, scheduling of staff, marketing, maintaining and improving service and safety standards. This position involves front-line customer services and food service functions which consist of working side by side with employees to maximize efficiency, quality and services in various shops and/or catering functions, including setup and clean up. Additional responsibilities will include supervising employees; plus any other managerial functions as assigned. **GENERAL SKILLS:** Demonstrated initiative and interest in progressive management opportunities Good supervisory and organizational skills Must be computer literate Marketing and Merchandising experience Good communication and human resources The person must be able to complete any other assigned tasks and projects Ability to cater to a wide customer base Ability to work under pressure and meet deadlines **TECHNOLOGIES:** General Meters Technology System **USE:** Residence meal card, debit system, Cash Register **USE:** GMC POS Personal computer & software (Microsoft Office) **USE:** Spreadsheets, correspondence, electronic mail, product ordering & inventory control **Key Accountabilities:** Operational Management Under the direction of the Chef Manager, Catering Manager or Associate Manager, assist in the day-to-day supervision of operations within Hospitality Services. Provides supervision and direction to employees. Operates under objectives set by the Chef Manager, Catering Manager or Associate Manager. Assists in the monitoring of operational functions of assigned operation; including ensuring supplies and items ordered, identifying and recommending labour and food cost issues, and be conscious of the operational contribution of the unit. Assists with the identification, development and implementation of an effective service delivery model which balances food quality, sustainability and customer service by working closely with employees to understand the operational

needs, by seeking input from customers and by communicating industry trends to the Associate Manager, Catering Manager or Chef Manager. Monitors inventory level, assists in ordering food and supplies Assists with scheduling of staff Ensures marketing, operational standards and service standards are executed and followed within assigned units Assists with providing training to employees Involved in front-line customer service, food preparation, set-up and clean-up when needed in peak demand. Acts as an escalation point for customers.

Human Resource Management Provides direction to unionized and casual employees Establish work priorities, shows employees how to do tasks, allocate staff during a shift Recommends disciplinary actions to the Associate Manager, Catering Manager, or Chef Manager. Assists with providing training by working side by side with employees to understand where training gaps exist, suggesting training programs to the Associate Manager, Catering Manager, or Chef Manager. Fosters and supports a team-based work environment, empowering staff as they provide exceptional customer service. Encourages staff to achieve high standards and apply creative skills in the preparation and presentation of food items. Ensures healthy and safe working conditions for the staff to achieve objectives of injury reduction.

**EDUCATION & EXPERIENCE:** College Diploma in Food and Beverage Management or equivalent plus a minimum of two years in junior management or supervisory capacity in Hotel, Commercial or institution food services. \* Please note that salary offered will be based on experience but the usually starting salary for this position is approximately \$50,000.

For more information, visit McMaster University for ASSISTANT MANAGER