



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.Link's 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:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/02

Senior Service Assistant / Barista (Starbucks)

Job ID	373249-1-2727	
Web Address	https://careers.indigenous.link/viewjob?jobname=373249-1-2727	
Company	Toronto Metropolitan University	
Location	Toronto, ON	
Date Posted	From: 2023-05-10	To: 2050-01-01
Job	Type: Part-time	Category: Education

Description

About Toronto Metropolitan

At the intersection of mind and action, Toronto Metropolitan University is on a transformative path to become Canada's leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current academic plan outlines each as core values and we work to embed them in all that we do. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority. In April 2022, the university announced our new name of Toronto Metropolitan University, which will be implemented in a phased approach. Learn more about our next chapter. About University Business Services University Business Services (UBS) is a division of the Office of the Vice President Operations and Administration and provides a number of different services to students, staff, faculty and guests of the University. Their mission is to provide and promote revenue generating services which support the academic mission of the University in a way that remains flexible and responsive to the changing needs of the University. UBS comprises several business units including Campus Store, Duplicating and Printing Services, Parking Services, OneCard Office, Food Services, Events and Space Reservation Services and the Urban Farm.

The Opportunity

The Senior Service Assistant, Starbucks acts as a team lead Responsibilities will include:

- managing escalated customer complaints
- ensuring service, cleanliness, hygiene and food safety standards are maintained
- carrying out responsibilities in front of the house operations at the designated Starbucks kiosk / location.

There are two senior service assistant positions available. Qualifications To help us learn more about you, please provide a cover letter and resume outlining how you meet the following specific qualifications:

- Minimum of 1 year related experience in a coffee house or a quick service restaurant, handling opening and closing procedures, cleaning and sanitizing, stocking and rotating stock, merchandising and setting up stations, handling customer complaints.
- Previous Starbucks experience is an asset.
- Successful completion of secondary school graduation diploma and inventory control and processes.
- Strong leadership skills.
- Knowledge of food service procedures, preparation, production.
- Knowledge of WHMIS.
- Knowledge of Food Safety and Physical Safety rules and regulations.
- Must be comfortable being exposed to frequent undesirable or disagreeable conditions when cleaning workstations and storing food at inclement temperatures.
- Excellent customer service skills to engage with customers and anticipate customer and store needs.
- Strong communication and interpersonal skills, including tact and diplomacy, to ensure efficient and effective client service for members of the TMU community.
- Experience in programming cash registers, verifying correct price for goods purchases, collecting payment and balancing a cash float at the of a shift.
- Ability to complete all food safety documentation as required and assigned by Management.
- Deliver high standards of cleanliness to maintain cash stand, counter tops, food production and beverage equipment, serving/working areas and condiment stands.
- Ability to adhere to all Food Services and Starbucks policies, procedures and guidelines.
- Ability to work in a fast-paced environment.
- The incumbent must be comfortable being exposed to undesirable and disagreeable conditions when working in a full-service hospitality environment, with heat, fumes, odours and noise and the potential for cuts and burns if safety procedures are not followed.

Additional Information

Position Numbers 20000771, 20001236

Number of Positions 2

Reports To Manager, Food Services

Vacancy Type TERM

Employee Group OPSEU

Work Location On campus (various locations)

Start Date Mid to late August

End Date April 27, 2024

Hours of Work 36.25 This position will have a continental work week, including rotating shifts as required with flexible work schedules depending on operational needs.

Grade and Step 4

Salary Scale Salary range: \$41,487.98 - \$48,095.95. Hiring range: \$41,487.98 - 45,335.04.

Application Close Date May 30, 2023

Notes:

- Applicants who do not meet all of the posted qualifications may, upon the University's sole discretion, be considered to fill the vacancy on an underfill basis.
- Candidates must have a demonstrated record of dependability/reliability and a commitment to maintain confidentiality.
- The successful candidate must be willing and able to change work locations throughout the university campus based on operational requirements.
- As part of the selection process, candidates may be required to complete an occupational assessment.
- Applications will only be accepted online through the TMU careersite.

For more information, visit [Toronto Metropolitan University for Senior Service Assistant / Barista \(Starbucks\)](#)