

EMPLOYMENT OPPORTUNITY
SUPERVISOR

POSITION TITLE	Supervisor – Front and Back of House
DEPARTMENT	Business Operations
SALARY	\$ 20.00 per hour/40 hours per week/shift work
TERM	Permanent/Full-Time
LOCATION	Winner's One Stop Restaurant, 10574 Highway #3 Yarmouth, NS B5A 5J7
ESTIMATED START DATE	November 2024

Wasoqopa'q First Nation (formerly Acadia First Nation) is governed as a custom band under the provisions of the Indian Act with established bylaws, policies and procedures. The First Nation's electoral system constitutes an election once every five (5) years with positions for one Chief and eight (8) councillors. Chief and Council elect, are the governing body responsible for making decisions for the overall health and well-being of communities, Elders, youth and families.

Wasoqopa'q First Nation is unique in its geographical composition, spread throughout the Southwestern regions of Nova Scotia spanning five counties from Yarmouth to Halifax, encompassing six (6) reserves - Yarmouth, Ponhook, Medway, Wildcat, Gold River, and Hammonds Plains, in both rural and urban settings. To support administration and business operations, Wasoqopa'q First Nation, with supporting staff, provides programs and services within two (2) Health Centres, a Youth Centre, two (2) Community Centres, six (6) administration offices, and six (6) business establishments, including economic development, education, employment, fishing, forestry, health, housing & maintenance, human resources, and social.

Wasoqopa'q First Nation owns and operates the Winner's One Stop Restaurant located in Yarmouth, NS. The restaurant is an upscale licensed sit-down restaurant with indoor and outdoor seating, a take-out menu, with gluten free, vegetarian and vegan options.

POSITION OVERVIEW AND OBJECTIVE

WFn is currently recruiting for a Supervisor, reporting to the Restaurant Manager, responsible for providing overall support to the Manager with the FOH/BOH daily operations including, overall employee management, excellent quality customer service and public relations, maintaining excellent quality of food and customer service standards, and adherence to all health and safety regulations and WFn policies and procedures. This position requires the knowledge and skills for building and retaining a high performing team.

ESSENTIAL FUNCTIONS AND DUTIES

- Provide leadership and supervise FOH/BOH employees, including assisting the Manager with recruitment, development, training, scheduling, and performance management
 - Ensure that daily shift plans are followed by managing breaks, shift changeovers, and table plans
 - Ensure FOH/BOH employees are completing daily checklists and closings at end of each shift
 - Maintain the list for cleaning, assigning, and managing cleaning tasks are complete and report any issues and/or deficiencies to the Manager
- Build and maintain positive working relationships with FOH/BOH employees, establishing and maintaining a teamwork environment

- Ensure all FOH employees maintain excellent quality customer service standards
- Oversee food preparation and service in the FOH/BOH, and make sure it complies with health and safety standards and store regulations
- Ensure all work areas are clean and organized at all times and FOH/BOH employees are following all sanitation and safety regulations
- Ensure waste minimization, where applicable, and work with employees to ensure they are following waste control protocols
- Adhere to the scheduled shift and inform colleagues for a shift-swapping in the event of emergencies
- Assist in shift coverage when there is a shortage of employees due to emergencies or a sudden lack of staff availability
- Lead the training and coaching of all FOH/BOH employees
- Collaborate with FOH employees regarding table plans and food service to customers
- Set the expectations and guidelines regarding uniforms and apparel (dress code, name tags, footwear, etc.) ensuring BOH employees adhere to the WFN Uniform Policy
- Maintain efficient operation of the FOH/BOH equipment, following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventative maintenance, and advising the Manager of any potential emergencies and or repairs that could impact operations
- Support the Manager in maintaining positive public and customer relations, addressing customer inquiries and complaints promptly and in a respectful manner
- Assist the Manager in calculating basic food, beverage, and labor *cost* percentages to maintain profitability.
- Support the Manager in crafting and creating new menu items, including recipes and costing ingredients and the menu on an annual basis
- Address customer inquiries and complaints promptly and in a healthy, respectful manner
- May perform Wait staff duties, as required, which includes, but is not limited to:
 - Understanding menu items, specials and products available for customers
 - Providing excellent customer service, addressing customer inquiries and/or concerns promptly and in a respectful manner, involving Café Manager, when needed
 - Placing and delivering customer orders for take away and sit-down service, in accordance with the health, safety, and sanitation guidelines
 - Processing transactions including cash, debit and credit card sales
 - Balancing transactions at the end of the shift
 - Assisting in preparing and serving menu items including desserts and beverages
 - Assist in the pricing of menu items, such as drink and food specials
 - Checking temperatures of freezers, refrigerators, or heating equipment (and record in log) to ensure proper functioning
 - Monitoring expiry dates and possible damages in a regular basis and ensuring the disposal processes performing properly
- May, during a shift, work on the BOH line, performing duties, as required, which includes, but is not limited to:
 - Prepare, season, and cook soups, meat, vegetables, and other foodstuffs
 - Mix, prepare and bake goods such as breads, rolls, cakes, and pastries, completed prior to opening
 - Prepare ingredients according to recipes, testing foods to ensure they are well-cooked, adhering to all Restaurant recipes and measurements to ensure consistency and quality of food service
 - Utilize and maintain appropriate cooking tools and equipment to prepare menu items, including regulating the temperature of ovens, broilers, grills, roasters and other equipment

- Ensure great presentation by dressing dishes before served to the customer
 - Maintain, during a shift, the temperature log, checking temperatures of freezers, refrigerators, and or heating equipment
 - Maintain FOH inventory, including the restocking of service stations and coolers with products and communicating low product inventory to the Manager
 - Maintain BOH inventory, including quality control and freshness, waste minimization, where applicable, monitoring expiration dates and possible damages on a regular basis, and disposing of unusable items
 - Collaborate with the Manager, to place regular orders for meats, fish, produce and other food items
 - Assist the Manager with the WOS Social Media Accounts and respond to inquiries
 - Adhere to all Wasoqopa'q First Nation (WFN) Policies, Procedures and necessary store procedures, as required
- Other duties, training and activities related to the Supervisor position, as required

QUALIFICATIONS

- Degree or Certificate in Business Administration Management from a community college or university; Hospitality Management Certificate or Culinary schooling is an asset
- Two-years of experience in supervisory role within food and beverage service industry
- Supervisory experience in a team orientated work environment preferred
- Food Hygiene or Food Handlers Certification
- WHMIS Certification is an asset
- First Aid & CPR Certification is an asset
- Occupational Health & Safety Certification is an asset
- Criminal record check required upon hiring

REQUIRED ABILITIES, SKILLS AND COMPETENCIES

- Demonstrated time management and organizational capabilities
- Ability to lead and work as part of a high functioning team in a supportive and inclusive manner
- Excellent multitasking skills, with the ability to meet tight deadlines
- Ability to resolve conflict and address unique situations while keeping positive attitude
- Ability to listen and observe behaviour
- Strong decision-making skills
- Good interpersonal skills, including written and verbal communications
- Ability to hire, train, and coach staff
- Strong analytical and critical thinking skills
- Ability to understand and deal effectively with a variety of business risks and opportunities
- Demonstrated computer skills, e.g., Word, Excel, etc.
- A commitment to fostering, cultivating and preserving a culture of diversity, equity and inclusion

WORKING CONDITIONS

- Hours of work are expected to occur during pre-open and regular Restaurant hours of 6:00am to 8:00pm, seven (7) days a week (Shifts will be provided within this timeline)
- There may be a requirement for working any shift including mornings, evenings, weekends, and certain holidays
- A valid driver's license and or access to reliable transportation is required
- There are instances of lifting heavy boxes at least up to 50 lb
- Standing for an extended period of time

- A great deal of time is spent working indoors in well maintained, heated/ventilated environment with modern and up-to-date equipment

APPLICATION REQUIREMENTS

Submit Cover Letter and Resume to resumes@acadiaband.ca **Please quote WOSSIPERVISOR# on your cover letter and indicate your salary expectations for this position.

WFN appreciates the interest of all applicants, only those selected for an interview will be contacted. WFN does not assume candidate expenses related to this recruitment process.

In accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission, if all qualifications are equal, preference will be given to persons of Aboriginal ancestry and if a Wasoqopa'q First Nation Band member.

DEADLINE TO APPLY

Deadline to Apply: November 4, 2024

Wasoqopa'q First Nation is committed to fostering a safe workplace that provides an equitable, diverse and inclusive environment, where employees are treated professionally and with dignity and respect. We value the contributions that each person brings, and are committed to ensuring equal opportunity and participation as part of the WFN team.

We are a community. We make a difference.