

<b>Job Title:</b>	<b><i>Assistant Manager, Gateway Restaurant &amp; Bar</i></b>
<b>Reports to:</b>	<i>Senior Manager, Gateway Restaurant &amp; Bar</i>
<b>Direct Reports:</b>	<i>Front of House Supervisors &amp; Staff</i>
<b>Position Type:</b>	<i>Full-Time, Permanent Salaried</i>
<b>Category:</b>	<i>Assistant Manager</i>
<b>Travel Required</b>	<i>Minimal (Conferences, Training, Etc.)</i>
<b>Location of Work</b>	<i>Gateway Restaurant and Bar-SAIT Main Campus The Odyssey- SAIT Main Campus</i>

### Job Purpose

Reporting to the Senior Manager, Gateway Restaurant & Bar this position is responsible for supporting the day-to-day operations of the front of house of the Gateway Restaurant & Bar in order to ensure that an exceptional level of customer service and product quality is provided to all patrons. Additionally, this position is accountable for all operational aspects (ie. Staff scheduling, security, customer service, restaurant and bar operations, etc.) of concerts, catering, and all other events occurring in the Gateway Restaurant & Bar, ensuring they run smoothly by collaborating with the appropriate people. This position works mostly evenings and some weekends, however depending on students' schedules and semesters, there will be Monday-Friday scheduling at various times in the year. All schedules will be made with the Senior Manager, Gateway Restaurant & Bar with advance notice.

### Duties and Responsibilities

#### Leadership

- Responsible for all levels of recruitment for front of house staff- this includes supervisors, bussers, servers, and security.
- Contributes to a review of all front of house staff a minimum of 1 time per semester. This is to include a mandatory review of all newly hired staff within 3 weeks of commencing employment.
- Contributes to the development of appropriate job descriptions as well as policies and procedures regarding the Gateway Restaurant & Bar.
- Responsible for front of house customer service standards.
- Maintains a positive culture within the Gateway Restaurant & Bar where teachable moments and continuous learning is encouraged.

#### Quality Control and Regulatory Compliance

- Enforces appearance and dress codes for staff.
- Adheres to a system of inventory controls to ensure that the venue operates at maximum efficiency.
- Monitors conditions in the Gateway Restaurant & Bar to ensure compliance with all provincial legislation and Saitsa/SAIT Policies and Procedures regarding the sale of food and liquor.
- Ensures that the service of alcohol meets all A.G.L.C. standards, SAIT Polytechnic Policies and Procedures, and fire code.

### Training

- Supports the staff training program/ manual as well as an employee incentive program in order to ensure that an exceptional level of customer service is maintained.

### Finance

- Supports the Senior Manager, Food & Beverage in developing and administering the operating budget for the Gateway Restaurant & Bar (Front of House).
- Codes and authorizes department expenditures and reviews financial statements in order to identify problems and ensures the operation is meeting budget and margin targets are achieved.
- Recommends cost effective measures for venue operations as well as proposes changes to the functional activities and promotions as appropriate.

### Event Planning and Management

- Accountable for conducting a security assessment and assigning or contracting security staff for all relevant events as requested.
- Responsible for all Gateway-based promotions.
- Responsible for providing feedback on events for the Gateway specifically, and SAITSA more broadly.
- Manager on duty for all concerts and events.
- Connects with the Events & Programming and Student Experience departments regularly for planning and debriefs of Saitsa events.

## Qualifications

### Education and Experience

- 2 years of recent experience in supervisory/management role.
- Experience with public services (AGLC, Calgary police, RCMP, EMS, Campus Security) is considered an asset.

### Knowledge, skills, and abilities

- Able to perform multiple tasks in an environment where priorities and situations can change rapidly.
- Able to manage and operate all aspects of a multifunctioning venue and space, where quick adaption is the key to success.
- Exemplarily time management skills and the ability to anticipate and manage a changing workflow to ensure deadlines are met.
- Excellent oral and written communication skills.
- Good analytical and problem-solving skills.
- Demonstrates leadership and interpersonal skills.
- Experience or interest in working within events an asset.

### Proficiency in the use of computers

- Microsoft Suite (Outlook, Word, Excel, Powerpoint)
- Additional programs such as Caterease, Oracle, etc.

### Personal characteristics

The **Assistant Manager, Gateway** should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Leadership:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

### Licenses/Certifications

- Valid Driver's License, ProTect, ProServe, First Aid/AED.
- Event Safety Alliance Certification (completed within first 90 days)
- Police checks are a requirement of employment with Saitsa.
- A minimum of 1 year experience in a security role.

### Working Environment

# SAIT Students' Association

## Job Description



Working environment is primarily in a climate-controlled environment with potential safety/health hazards that must be minimized. Possible exposure to high decibel scenarios. Sedentary, sitting, walking, lifting items of 50 lbs + regularly, frequent reading and computer use. Working hours are varied on a month to month basis evenings/weekends during high demand periods. Occasional overnight travel to attend conferences and training.

Please email all application documents to Alyson Murray at [alyson.murray@edu.sait.ca](mailto:alyson.murray@edu.sait.ca) by 4:00pm on Friday August 20, 2021.