

# TOWN OF NIVERVILLE

<b>POSITION TITLE:</b>	<b>CANTEEN COORDINATOR</b>
<b>REPORTS TO:</b>	<b>DIRECTOR OF RECREATION &amp; WELLNESS</b>
<b>JOB TYPE:</b>	<b>SEASONAL PART-TIME (16-32 HOURS PER WEEK)</b>
<b>EFFECTIVE:</b>	<b>AUGUST – MAY (MIGHT BE EXTENDED BASED ON NEED)</b>

## **POSITION SUMMARY**

The Canteen Coordinator will be responsible for developing and the delivery of the canteen services at the Niverville Community Resource and Recreation Centre (CRRC) and the South End of the Centennial Arena. This position is responsible for all aspects of the canteen operation, including product development, customer service, records, reports, budgeting, scheduling, supplies and equipment and deposits.

## **GENERAL ACCOUNTABILITIES**

### **1. Planning and Service Delivery**

- Develops, delivers, and maintains systems and products and guides the day-to-day operations to provide effective canteen service to the community and this canteen;
- Liaises with CRRC and South End users and management to deliver exceptional customer service;
- Performs concession attendant duties as required;
- Oversees canteen operations;
- Completes ordering, receipt, storage, budgeting, and display of merchandise;
- Determines the type of merchandise needed to meet the needs of the consumers;

### **2. General.**

- Provides staff with direction and guidance in the delivery of service;
- Scheduling of staff and provide feedback on job performance;
- Manages all purchases for the concession;
- Maintains capital and operating budgets relative to the concession including collection, evaluation and compilation of information for submission;
- Monitors concession services and identifies and resolves issues;
- Meets sales representatives and suppliers, receives deliveries, and verifies accuracy of invoices;

- Maintains inventory levels;
- Secures the best competitive prices from vendors for merchandise;
- Performs various financial activities, such as cash handling, deposit preparation, ensuring proper recording of sales on register. Compiles and balances cash receipts at the end of the day or shift;
- Inspects supplies, equipment, and work areas to ensure efficient service and conformance to standards.

**3. Other Duties.**

- Perform other duties as assigned by the Director of Recreation & Wellness.

**KEY PERFORMANCE MEASURES**

- Service Quality, measured by community feedback and canteen utilization.
- Operational Effectiveness, measured by alignment of food service offerings with community needs.

**TECHNICAL COMPETENCIES**

- Ability to apply various management concepts and practices to effectively plan, organize, and deliver the activities of the canteen;
- Experience in the food service industry;
- Ability to effectively train and supervise staff including youth;
- Food Safety Certification must be completed prior to employment.
- Child Abuse Registry Check must be completed prior to employment.
- First Aid/ CPR considered an asset.

**CORE COMPETENCIES**

- ✓ Integrity & Trust ..... Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability ..... Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation ..... Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available.

## **BEHAVIOURAL COMPETENCIES**

- ✓ Interpersonal Skills..... Relates well with all kinds of people, inside and outside the organization.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Conflict Resolution..... Pursues a variety of approaches to manage and resolve concerns, disagreement, and conflict.
- ✓ Time Management ..... Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.
- ✓ Attention to Detail..... Ensures information, task or assignment is completed thoroughly and accurately.