



FOOD KIOSK MANAGER – JOB DESCRIPTION

The Food Kiosk Manager position is a full-time position with a 3-month probationary period from the time of hiring. This position requires a minimum of 35 hours per week. However, some weekend and evening hours are required. Areas of responsibility include, but are not limited to: Preparation of food items, ordering food supplies, maintaining inventory, customer service, training and supervising kitchen staff. The environment is fast paced with an emphasis on delivering good customer service in a limited time frame. The Food Kiosk Manager reports directly to the Students' Union General Manager.

If you have a good head for business, the skills to motivate others and the drive and energy to succeed, the position of our Food Kiosk Manager could be for you

The role has a strong hospitality element, ensuring that the kiosk delivers high-quality food and good customer service. However, you'll also undertake activities common to business managers within any sector, including overseeing:

- Finance
- Human resources
- Marketing
- Operations
- Sales

Responsibilities

As a fast food restaurant manager, you'll be responsible for operational, financial and people management. You will need to do the following:

- Prepare and serve unique menu items for over-the-counter customer service.
- Organise stock and equipment, order supplies and oversee general maintenance, cleanliness and security.

- Develop and contribute input for menu options and potential catering opportunities.
- Plan and work within a budget, maximize profits and achieve sales targets.
- Recruit new staff, and train and develop existing staff.
- Coordinate staff scheduling and motivate and encourage staff to achieve targets
- Ensure standards of hygiene are maintained and compliance with health and safety regulations.
- Ensure high standards of customer service are maintained.
- Implement and instill in your team company policies, procedures and ethics.
- Handle customer complaints and queries.
- Implement branded promotional campaigns such as handling of point-of-sale promotional materials, or devise your own promotional campaigns
- Prepare reports and other performance analysis documentations.
- Report to, and attend regular meetings with General Manager and Executive Council members.

Salary

- Salary range is \$32,000-\$40,000 gross annually, based on experience.
- Full benefit package and parking.

Skills

You'll need to have:

- Excellent customer service skills
- Strong communication skills, tact and diplomacy
- The ability to lead and motivate teams and influence people
- Self-motivation and ambition
- Commercial awareness
- Enthusiasm and the ability to learn quickly
- Good organisational skills
- Energy and stamina, as well as resilience
- A results-driven approach to work
- Decision-making and problem-solving skills