The Carleton University Students Association is an incorporated, not-for-profit, student-run organization dedicated to enriching the undergraduate student experience through events, advocacy efforts, and services.

POSITION DESCRIPTION

Position Title: Haven Manager - Cafe & Coworking
Reports to: Executive Director
Department: Business
Date Revised: February 2022
Salary: $63,286.04
Union: CUPE 3011
Hours: 35 hrs/week

OBJECTIVE OF THE POSITION

To manage the cafe (food and beverage) and the coworking space operations of Haven.

CORE COMPETENCIES

- Written and Oral Communication Skills
- Decision Making
- Time Management
- Planning & Organizational Skills
- Independence & Teamwork
- Networking & Relationship Building
- Accountability
- Creative & Innovative Thinking
- Confidentiality

DUTIES & RESPONSIBILITIES

- Develop, implement and review the operating practices and procedures of the cafe and co-working activities.
- In conjunction with the Haven Books and Retail Manager, hire, regularly review, and perform employee discipline of all staff in matters of the store operations as described in the CUSA human resources policy manual.
Assess and produce annual budgets and capital requests for the cafe and coworking side of the business.

Analyze monthly financial operating budgets and maintain up-to-date financial templates.

Conduct daily deposits for cash sales, registering with the finance office all receipts, invoices and sales related to the cafe and coworking space on a weekly basis.

Plan and develop short-and long-term projects including but not limited to food and beverage specials, new project offerings, meals-to-go program, optimization of the physical co-working space, etc.

Establish and maintain partnerships with suppliers for purchasing food and beverages.

On-going analysis and adjustment of cafe product offerings based on target sales goals and strategies.

Conduct inventory counts of food and beverage products and submit them to the finance department for reconciliation purposes.

Maintaining the coworking spaces including but not limited to keeping the area clean and stocked with complimentary refreshments, troubleshooting issues with technology in the space, addressing issues with damaged furniture, etc.

Responsible for managing the events bookings for the main level and coworking space and collaborating with the Event & Programs Coordinator to host unique events within the space.

Responsible for maintaining the Haven@wrk co-working website and working in conjunction with the CUSA Communications office to make content changes as required.

Work in conjunction with the Haven Books & Retail Manager to collaborate with the CUSA Communications Office in developing and executing promotional and marketing campaigns including but not limited to social media, print, email marketing, etc.

Work in conjunction with the Haven Books & Retail Manager to ensure all student staff have been trained and are up to date on regulatory requirements, such as AODA training, SmartServe certification, etc.

Work in conjunction with the Haven Books & Retail Manager to train, supervise and be responsible for the scheduling of staff.

Work in conjunction with the Haven Books & Retail Manager to be responsible for opening and closing of the store as per posted hours.

Handle customer complaints and maintain exceptional customer service.

Work in conjunction with the Haven Cafe and Coworking Manager to maintain a clean and tidy environment.

Be available for emergencies for the cafe and coworking operations of the business.

Some heavy lifting is required.
Perform other duties as required incommensurate with the position in consultation with the Executive Director.

QUALIFICATIONS / EXPERIENCE

- A Post-Secondary Diploma or a Degree or a minimum of 2 years related work experience
- Experience in the hospitality industry is considered an asset.
- Excellent organizational skills
- Excellent communication and interpersonal skills
- Flexible with the ability to work under pressure and meet deadlines
- Ability to work independently
- First Aid and CPR Training is an asset
- Proficient in the use of computers, with practical experience in the use of current software applications i.e. Excel, Google Suite

CUSA values employment and educational equality and welcomes applicants from diverse groups including (but not limited to): women; aboriginal people; people of colour; people with disabilities; international students; and gay, lesbian, bisexual, transgendered people.

COVID-19 Considerations
Carleton University requires mandatory vaccination for all individuals involved in any in-person Carleton activities both on- and off-campus. Additionally, all staff must adhere to Carleton’s mandatory mask policy. All information regarding Carleton policies and protocols can be found here.

HOW TO APPLY

Please send a resume and cover letter to jobs@cusaonline.ca. The deadline to apply is March 3rd, 2022.