



WE'RE  
HIRING,  
JOIN OUR  
TEAM!

## Café Supervisor (2 positions, to work off-setting shifts)

Haven Books, CUSA's off-campus textbook hub, situated in trendy Old Ottawa South, is seeking to expand its' operations to include a café. To that end, we seek an individual who will supervise the day-to-day activity of the operations. If you are a dynamic person who wants to be a part of building a new coffee shop culture and energy, you may want this role!

In this role, you will report directly to the Manager of Haven Books, as well as the General Manager of CUSA. The individual who accepts this role should be excited about merging "book store" culture with "coffee" culture. They should seek news ways to promote the café brand and attract customers to the new hybrid operation. This role is a union role and classified under the CUPE 1281 Collective Agreement as "Assistant Supervisor". CUSA is open to possibly modifying this role to be a new role or move to CUPE 3011, but for now seeks an individual who can help launch the enterprise and will re-assess the role at the end of the 3-month probationary period.

The target start date for this role is early January 2019 and the rate of pay is \$17.00 per hour. For all other benefits, please consult or request the 1281 Collective Agreement. The individual who accepts this role must be a member of Carleton University Students' Association and therefore, either registered full-time or part-time at Carleton University. CUSA is flexible with the hours worked, but anticipates this role to be at least 30 hours weekly, therefore applicants should be aware of this commitment and ensure they can balance their academic work while excelling in this position.

### DUTIES

- Keep and maintain at all times a clean and professional space for customers.
- Provide excellent customer service and address needs of customers in a timely and effective manner. Surprise and delight the customers with consistent, delicious coffee and snacks.
- Help train Team Members in a manner that builds and sustains a high-performance team.
- Establish and maintain a positive work environment that supports a high Team Member morale.
- Consistently clean and maintain high quality hygiene and overall operational cleanliness.
- Supervise and delegate tasks to Specialty Team Members.
- Assist in training of new Team Members, utilizing learning checklists and training materials.
- Responds promptly to customer needs and questions and requests assistance when necessary, including answering the store phone system.
- Open and close department according to established procedures.
- Oversee team and resolve difficult customer situations.
- Determine break schedule and ensure all necessary breaks are given.

*CUSA values employment and educational equity and welcomes applicants from diverse groups including (but not limited to): women, Indigenous people, people of colour, people with disabilities, international students, and gay, lesbian, bisexual and transgender people. CUSA is committed to ensuring that accommodations are provided in all parts of the hiring process as required under CUSA's accessibility policies, the Accessibility for Ontarians with Disabilities Act, and the Ontario Human Rights Code. Applicants need to make their needs known in advance.*



## KNOWLEDGE, SKILLS, & ABILITIES

- Excellent communication skills and willingness to work as part of a team
- Ability to deliver information in a clear and respectable manner to fellow team members and customers.
- Knowledge of products or willingness to acquire knowledge of products, including coffee, tea, and snacks.
- Capable of teaching others in a constructive and positive manner.
- Ability to perform physical requirements of position.
- Ability to operate all necessary equipment.
- Strong demonstrated organizational and time management skills.
- Basic computer skills and ability to use computer programs such as Microsoft Word, Excel, and Outlook.
- Able to prioritize efficiently and delegate responsibilities.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.

## REQUIREMENTS

- Excellent interpersonal skills and the ability to work in a fast-paced retail environment.
- Membership in the Carleton University Students' Association (ie. Be an undergraduate student at Carleton University).
- Awareness and sensitivity to issues including, but not limited to: trans/bi/homophobia, sexism, racism, ableism and ageism.
- Cashier experience is an asset.

## TERM & RATE

January 2019 | \$17/hour

## HOW TO APPLY

**All applicants must submit a resume, class schedule and one reference letter.**

Accommodations are available on request for candidates taking part in all aspects of the selection process.

This posting shall be posted for at least 10 days and preference will be given to candidates internal to CUPE 1281.

To submit and expression of interest or any questions, please contact Travis Lindgren.

SUBMIT YOUR  
*application*  
VIA EMAIL TO

**Travis Lindgren, General Manager**  
[travis.lindgren@cusaonline.ca](mailto:travis.lindgren@cusaonline.ca)

Carleton University Students' Association  
4th Floor University Centre Building, 1125 Colonel By Drive  
Ottawa, ON • K1S 5B6 | Phone: 613-520-2600 x 8953

*deadline*  
**OPEN-ENDED**

*CUSA values employment and educational equity and welcomes applicants from diverse groups including (but not limited to): women, Indigenous people, people of colour, people with disabilities, international students, and gay, lesbian, bisexual and transgender people. CUSA is committed to ensuring that accommodations are provided in all parts of the hiring process as required under CUSA's accessibility policies, the Accessibility for Ontarians with Disabilities Act, and the Ontario Human Rights Code. Applicants need to make their needs known in advance.*

