

UNIVERSITY OF SASKATCHEWAN STUDENTS' UNION

Position Profile

Role: Louis' Assistant Manager

Reporting to: Louis' Manager

Immediate Direct Reports: Louis' full-time and less than full-time staff

Liaison to: Entire Organization

Position Summary

The University of Saskatchewan Students' Union exists to represent, serve, and support the academic and non-academic needs of undergraduate students at the University of Saskatchewan through accountable, dynamic, and unified leadership. It also serves to protect and maintain the integrity of quality, accessible public education.

This position is part of the Louis' team designed to provide effective and efficient management. High levels of customer service are achieved through the appropriate and timely delivery of all food and beverage orders, whether in-house or catered, as well as meeting budgeted targets through cost-effective measures. Additionally, the Louis' Assistant Manager is responsible for coordinating all entertainment (live and recorded) and promotions within Louis' and Louis' Loft facilities.

This position calls for the Louis' Assistant Manager to work non-traditional (weekend and evening) hours on a regular basis.

Qualifications

Education:

- Relevant post-secondary education, preferably from the University of Saskatchewan

- An applicable combination of education and experience will be considered
- Server Intervention Training

Knowledge/Skills:

- Knowledge of the University demographic, market trends, and student life.
- Knowledge of the local and national entertainment market.
- Ability to plan, coordinate, and successfully market events and promotions and work within predetermined budgets.
- Strong negotiation skills, interpersonal skills, and communication (verbal & auditory) skills.
- Strong understanding of accounting principles, including budget knowledge, preparation, and inventory control.
- Excellent customer service and creative problem solving skills.
- Full knowledge and understanding of the Saskatchewan Liquor & Gaming Authority Rules and Regulations.
- Ability to work effectively, cooperatively, and diplomatically with students, staff, committees, and the public.
- Ability to work independently or in a team environment.
- Excellent organizational and time management skills and the ability to handle numerous demands simultaneously.

Experience:

- Minimum of 2 years of experience in a food & beverage facility.

- Service/Hospitality industry with some focus on dealing with human resource issues and cash related transactions.
- Knowledge of the entertainment scene locally and nationally, and experience dealing with and booking acts.

Key Responsibilities

- Participates in regular manager's meetings to update the management team on programming and promotion events and to stay current on general Louis' operations, Louis' strategic planning, and Louis' goal setting.
- Liaises with external suppliers, contractors, students, executives, university staff, and customers.
- Encourages new business by meeting internal customers, clubs, societies, university departments, executives, external customers, and residence students.
- Assists in preparing Louis' operating and capital purchase budgets.
- Maintains inventory control for liquor and other related areas.
- Monitors and replenishes stock levels as required.
- Performs all related accounting functions as required by the USSU Accounting Department.
- Assists in month-end inventory counts and preparation of monthly financial/accountability statements.
- Ensures the effective management of all full-time and less than full-time staff in Louis' and Louis' Loft, which includes scheduling, motivation, training, supervising, disciplining and terminating as necessary.
- Supports and continually provides on the job training to staff as required.
- Allocates tasks to all staff and ensures timely completion (re-stock, unload product).
- Monitors the quality of work performed by all full-time and less than full-time staff.
- Maintains all bar equipment and fixtures as required.
- Works non-traditional shifts (evenings & weekends) as required.

- Assists in the development and maintenance of the Louis' Events budget, ensuring the budget is performing at acceptable levels.
- Plans, negotiates, organizes and evaluates live entertainment in Louis' for the benefit and enjoyment of all students at the University of Saskatchewan.
- Develops effective entertainment and event strategies to meet the goals & objectives of Louis' and the USSU.
- Develops in-house activities, promotions, and competitions for customers' enjoyment.
- Designs and implements relevant marketing and advertising strategies that promote programming within Louis' facilities.
- Other duties as assigned.

Key Accountabilities

- Assists in providing the effective and efficient management and delivery of all beverage, food, catering and programming activities at Louis'.
- Ensures that all food and beverage laws, the Collective Agreement, and USSU policies are followed at all times.

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