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**TITLE:** Venue Supervisor – The Perking Lot, Centennial Mercantile Gift Shop, Royal Bistro

**Permanent Full Time (37.5 hours per week):** 12:00pm to 8:00pm – Thursday through Monday

**TEAM:** Business Enterprises

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## SUMMARY

This Position will assist with the day-to-day operations of the Perking Lot/Centennial Mercantile Gift Shop and the Royal Bistro which are part of the Business Enterprises network owned and operated by the KGH Foundation. The purpose of this position is to work in the venues alongside the volunteer workforce to ensure that the businesses run effectively, efficiently, profitably and safely. As an onsite presence the Venue Supervisor will be able to establish a positive rapport with the volunteers and connect their work to the Mission, Vision and Values of the Foundation. This is a fun, dynamic and rewarding role that is never the same day to day. In addition to coordinating a wide range of volunteers, the Supervisor serves as a Foundation ambassador and interacts daily with patients, families, visitors, medical practitioners, KGH/IH Administrators and many others. The venues are a valuable revenue stream for the Foundation and this role plays a significant role in ensuring the businesses grow and remain profitable.

## ABOUT THE VENUES:

**The Perking Lot** – situated in the Centennial Building Lobby, the Perking Lot provides coffee including speciality coffees, tea as well as an array of other hot and cold beverages. There are also quick snacks, sandwiches and baking. It is a busy, bustling hub for KGH staff, patients and visitors alike.

**The Royal Bistro** – the RB is found at the connecting point of the Royal, Strathcona and Centennial Buildings. It is a bright, quaint, busy spot where people can grab a hot or cold breakfast, lunch, snack or dinner to eat in or take out. KGH Staff, visitors and patients often rely on the Royal Bistro as their on-site restaurant.

**The Centennial Mercantile Gift Shoppe** – also found in the lobby of the Centennial Building, the Gift Shoppe is a small retail outlet selling everything from chocolate bars and gum to greeting cards and gifts. It isn't as busy as the two food outlets but still frequented by the staff, patients and visitors to KGH.

## CORE COMPETENCIES

- Solid understanding of food service industry standards accompanied with retail experience
- Accountable and Dependable
- Ability to lead a volunteer workforce
- Excellent time management skills
- Proven ability to “go with the flow”
- Critical Solution Thinking/Problem-solving

- Ability to stay calm under pressure
- Excellent professional and diplomatic skills
- Customer service oriented
- Team player
- Excellent people skills/sense of humor
- Significant ability to manage varied tasks simultaneously

#### **KEY RESPONSIBILITIES**

- On-site coordination of venues and volunteer workforce – participating in most facets of the business operations
- Time division: approximately 85% in-venue work, 15% administration/scheduling
- Food and beverage prep and service as well as some retail sales/supervision
- Support for venue managers
- Managing repairs and maintenance of the venue equipment
- Ensure processes are followed to ensure the safety, privacy and dignity of the volunteers and the customers.
- Ensuring venues are offering a high-level of service – performing quality control
- Ensure fulfillment of maximum hours of operation
- IT support for Moneris & Touch Bistro, Better Impact, software
- Receiving and pricing of merchandise/Inventory & Quality control in consultation with Sr. Dir., of Business Enterprises
- Cash Reconciliation
- Scheduling
- Coordinate, train and supervise volunteers in the venue(s)
- Participate in the venue Risk Assessment processes

#### **REQUIREMENTS**

- Valid Food Safe Certificate
- Previous volunteer coordination experience an asset
- Experience in the Food/Beverage Sector accompanied by some retail experience an asset
- Ability to operate POS Systems/Moneris and Better Impact computer software
- Valid Drivers License and access to a vehicle
- Administrative skills (an asset) – including Microsoft Office Outlook, Word and Excel
- Must be able to lift 40 lbs.
- Must be able to stand for long periods of time
- Must be able to provide a clean Criminal Record Check including ability to work with minors and vulnerable adults
- Proof of having received three doses of an approved Covid vaccination

#### **WORKING CONDITIONS**

- Able to stand for long periods of time
- Able to work in a small space and around hot water, steam, food prep equipment
- Work within a healthcare environment