



Position: Booster Juice Outlet Lead – Equivalent to Franchise Manager Contract Full-Time

WHAT WE STAND FOR

The Mohawk Students’ Association exists to ensure all Mohawk Students achieve personal success in their college experience and beyond. We empower Mohawk Students to create a community they can lean on for positive experiences, relevant supports, a listening ear, and a strong voice so they can achieve personal success in their college experience and beyond.

Led by the Executive Director and an elected Student Board of Directors (BOD), we are a Non-Profit Organization that supports students through our Areas of Focus:

- Advocacy & Leadership
- Engagement & Support
- Sustainability & Operations

While we are a separate organization from Mohawk College, we work collaboratively with the college to reach our goals.

MY MSA TEAM

We live our values to ensure we achieve our **Student Driven** Vision and Mission. **In This Together**, we collaborate in transformative ways within and beyond our departments, helping wherever we are needed. We **Believe it’s Possible** by focusing on outcomes rather than outputs. We prioritize **Foster Belonging**, where all staff members feel purposeful and supported as their authentic selves. And we share and learn through the power of **Storytelling**.

MY FOOD SERVICES TEAM

We know the importance that food security has on engaging and supporting the physical, mental, and social wellbeing of Mohawk students. The MSA Food Services team fulfils the diverse food security needs of the College community while ensuring we connect with people through every interaction.

OUR VALUES



Student Driven:

We are passionate about Mohawk Students and all our efforts are devoted to enhancing their experiences.



In This Together:

Collaboration built on trust across the Mohawk community is essential to ensure every student interaction matters.



Believe it’s Possible:

Fueled by outcomes and insight, we strive to find solutions for how we can meet the evolving needs of students.



Foster Belonging:

We connect the Mohawk Community to ensure everyone feels invited, welcomed, and included as their authentic self.



Storytelling:

We strive to tell, share, and learn from stories in meaningful ways.



WHAT YOU DO

Reporting to the Food Services Specialist, the Outlet Lead provides daily operational support in all of the MSA food service operations. You will support a team of student staff, ensuring value-based service excellence.

What Success Looks Like in This Role:

You ensure every interpersonal interaction is a positive experience, engaging and supporting students. You are able to think on your feet, empowered to make decisions that enhance the student experience and support our student driven values. Best practices will be a focal point of the position in the areas of customer service and day-to-day business operations.

Primary Accountabilities:

- Executes daily food services operations in Booster Juice, setting the example for customer service, efficiency and production.
- Ordering/Inventory of Booster Juice products, following Franchise SOP's.
- Maintains positive relationships with students, staff, and partners.
- Supports a food services team with a focus on mentoring that ensures student staff play an integral role in food service operations.
- Communicates departmental staffing, production, execution, and service delivery needs.

HOW YOU DO IT

Responsibilities

- Assists in onboarding, mentoring and development of student staff.
- Celebrate Personal and Team success.
- Fosters and promotes a collaborate and harmonious working environment.
- Participate and actively engage in MSA activities.
- Open/Closing duties, including cash reconciliation and reporting.
- Support of prep, production, scheduling, and assignments.
- Ensuring value-based Service Excellence and quality standards.
- Communicating student food security needs and feedback.
- Oversee day to day operations of assigned outlet including maintaining general stock levels, cleanliness, and month end Inventory control.

MSA VISION

All Mohawk Students achieve personal success in their college experience and beyond.

MSA MISSION

We empower Mohawk Students to create a community they can lean on for positive experiences, relevant supports, a listening ear, and a strong voice.

FOOD SERVICES SPECIALIST

Reports To:

Food Services Specialist

Department:

Food Services

Classification:

Full-Time, 8-month Contract

Pay Band:

\$22.00 per hour



- POS and cash handling.
- Compliance in Booster Juice Brand Standards.
- Supervision of Student Staff.
- Provides support to other outlets when required.
- Reports Food Services risk management, health and safety, maintenance, and equipment issues to be addressed.

What you Need in Education, Experience and Training for your Department:

- Previous experience supervising in a Booster Juice.
- Certified at Booster Juice University or willing to be certified.
- Familiarity in ordering using GFS online platform.
- Familiarity in ordering AW Holdings
- Familiarity in collaborating with Booster Juice Head Quarter staff and inspections.
- Valid food handler's certification.
- Basic knowledge of Public Health guidelines.
- Understanding and experience with various cooking methods, ingredients, equipment, and procedures.

What Knowledge, Skills, and Attitudes that you require:

- Passion for working for and with post-secondary students.
- Desire for lifelong learning.
- Ability to adapt to a fast-paced and ever-changing environment.
- Comfort in a digital environment.
- Ability to work independently with minimal guidance.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced student facing customer service space.
- Good organizational and multi-tasking skills.

Physical Demands/Work Environment

- Standard work hours are 35 hours per week.
- Ability to lift 50 lbs.
- Travel between campuses may be required.
- Able to stand for prolonged periods.
- Availability to work occasional weekends and evenings.

EQUITY, DIVERSITY, AND INCLUSION

Equity and Diversity are core MSA values engrained in the work that we do to support Mohawk students.

The MSA believes the commitment to our values of equity, diversity, and inclusion requires continuous care. It's about fostering a culture of open-mindedness, compassion, and inclusiveness among individuals and groups, where leadership is made up of different people with diverse perspectives.

The MSA is actively building a community where everyone is encouraged and celebrated to be themselves and whose members have diverse cultures, backgrounds, and life experiences in order to challenge and dismantle systemic oppression.



HOW WE SUPPORT YOU

This position is entitled to the following compensation package:

- Employee and Family Assistance Program (EFAP).
- Enrollment in the CAAT Defined Benefit Pension Plan.
- Staff Wellbeing Initiatives.
- Celebrate an Individual's Authentic Self.
- Personalized Success Plans and Professional Development.
- Work Culture that prioritizes that staff have a voice, feel a sense of belonging, and have fun together.

EQUITY, DIVERSITY, AND INCLUSION

The MSA seeks qualified candidates who share our commitment to equity and inclusion, who will contribute to the diversification of ideas and perspectives, and especially seeks applications from indigenous (First Nations, Métis, or Inuit) peoples, members of racialized communities, persons with disabilities, women, and persons who identify as 2SLGBTQ+.

How to Apply:

To apply, please send your resume and cover letter to:

MSAfoodservices@mohawkcollege.ca

- Please include in the subject line of the email the title Booster Juice Outlet Lead Fennell Campus, your last name first and then your first name.

If you have questions regarding the hiring process for the position or require accommodation in the interview process, please reach out to msarecruit@mohawkcollege.ca

We will be accepting applications until July 31, 2022, or until the position is filled. The expected start date is August 22, 2022.

ACCESSIBILITY

As part of our commitment to accessibility for all persons with disabilities. The MSA will, upon the request of the employee, provide accommodation.

Should you require accommodation at any point during your employment with the MSA please contact People and Culture at msarecruit@mohawkcollege.ca.
