



Position: Food Services Student

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 Team Lead, a Student Food Service team member provides daily operational support in all of the MSA food service operations in delivering value-based service excellence.

What Success Looks Like in This Role:

You ensure every interpersonal interaction is a positive experience, engaging and supporting students and team members. You work alongside the Team Lead and other team members, supporting the food experience that enhances student decisions and support our student driven values. Best practices will be a focal point of the position in the areas of cooking, customer service and day-to-day business operations.

Primary Accountabilities:

- Executes daily food services operations.
- Maintains positive relationships with students, staff, and partners.
- Accurate and timely delivery of food production and orders.

HOW YOU DO IT

Responsibilities

- Open/Closing duties, including cash reconciliation and reporting.
- Support in food prep, production, and cleaning.
- Ensuring value-based Service Excellence and quality standards.
- Communicating student food security needs and feedback.
- Contribute to day-to-day operations of assigned outlet including maintaining general stock levels, cleanliness, and month end Inventory control.
- POS and cash handling.
- 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:

- Preferred experience in a food service environment, willing to train.
- Preferred food handler's certification
- Preferred experience in POS, willingness to learn.
- Preferred experience in customer service

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.

MSA VISION

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

JOB DESCRIPTION

Reports To:
Food Services Team Lead

Department:
Food Services

Classification:
Hourly, Contract

Pay Band:
\$17.00 hourly



- Currently enrolled in a Mohawk College program (open to all students).
- In good standing with the College (60% minimum grade average).
- Legally eligible to work in Canada.

What Knowledge, Skills, and Attitudes that you require:

- Comfort in a digital environment.
- Pride in customer service, with a focus on service excellence.
- Ability to adapt to a fast-paced student facing customer service space and ever-changing environment.
- Passion for working for and with post-secondary students.
- Effective communication and interpersonal skills.
- Good organizational and multi-tasking skills.
- Ability to work independently with minimal guidance.
- Positive energy and attitude.

Physical Demands/Work Environment

- Standard work hours are 0-15 hours per week. This may include evenings and weekends occasionally.
- Ability to lift 50 lbs.
- Travel between campuses may be required.
- Able to stand for prolonged periods.

HOW WE SUPPORT YOU

This position is entitled to the following comprehensive compensation package:

- Employee and Family Assistance Program (EFAP). EMPOWER ME.
- Option to enroll in the CAAT Defined Benefit Pension Plan.
- Staff Wellbeing Initiatives.
- Celebrate an Individual's Authentic Self.
- 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

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.



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 Student Food Services 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 December 9th, 2022, or until the position is filled. The expected start date is January, 2023.

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.
