



## **EMPLOYMENT OPPORTUNITY**

### **Food & Beverage Supervisor (Full-time)**

We have a beautiful, state of the art Cultural Gathering space offering rental hall space, meeting rooms and catering options for conferences, meetings, galas, weddings and private events!

*You are the creative, energetic food & beverage supervisor who demonstrates passion for superior quality and experience every time for your customers.*

*You are the event organizer with a flair for wanting to be involved in the success of every team member.*

*You have a love for community and hospitality that will stand out!*

Wabano is seeking positive, community-minded team members who are energized by challenge and motivated to serve our community!

The Wabano Centre for Aboriginal Health is an award-winning Health Access Centre that provides holistic health services to First Nation, Inuit and Métis people living in Ottawa - one of the fastest growing and diverse urban Indigenous communities in Canada. Wabano is a fast-paced, client-oriented organization that models the Indigenous values of balance, respect and community interdependence. Wabano is proud to be accredited through the Canadian Centre for Accreditation, a third-party review based on accepted organizational practices that promote ongoing quality improvement and responsive, effective community services.

### **Purpose of Position**

The Food & Beverage Supervisor is responsible for providing quality, client-centred service. This includes all aspects of events including facility rentals, sales, customer service, food & beverage service, and meeting/event coordination for both internal and external customers.

### **Some of the responsibilities of this position are:**

- Create and provide a superior customer experience, supporting all customers through the entire event cycle both pre and post experience;
- Manage all inquiries and drive potential customers to a sale by being the first point of contact;
- Lead the event, follow-through from setup to delivery to take-down;
- Coordinate with the Kitchen Manager to deliver an outstanding food and beverage experience;
- Make contingency plans, provide leadership to the team by being a part of the front-line, motivating staff, volunteers and contractors;
- Issue quotes, invoices, orders and delivers as required;
- Build and maintain customer relationships, reporting in event management database;
- Lead and drive annual targets;
- Support the events team to design and deliver superior internal events.



**Qualifications:**

- Post secondary completion in Hotel/Restaurant Management, Event Management, Sales, or a related field;
- Minimum 5 years of experience in executing large events;
- Minimum 3 years of supervisory experience in food & beverage leading a front-line service team;
- Demonstrated superior customer service skills, exceptional communication skills;
- Knowledge of Indigenous culture and values;
- Experience in a fast-paced environment, with changing priorities and situations;
- Current Smart Serve and Safe Food Handling certificates;
- Proficiency with Microsoft Office tools, particularly Excel, Word and PowerPoint;
- Ability to work flexible hours including evenings and weekends.

*First Nations, Inuit or Métis candidates will be given priority, please self-identify.*

To pursue this opportunity, please submit a cover letter and resume to [jobs@wabano.com](mailto:jobs@wabano.com).

This opportunity will remain open until filled. Tell us your story early!

We thank all those who apply. Only those selected for further consideration will be contacted. Wabano is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity or interviewing, please advise if you require accommodation.