



Provincial Job Description

TITLE: (420) Head Franchise Services Worker **PAY BAND:** 10

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides training, coordination and administration with respect to the Franchise staff and store. Assists in assuring store service standards are consistently met. Provide Franchise beverages and products to customers.

QUALIFICATIONS:

- ◆ Grade 12
- ◆ Food Safe Certificate
- ◆ Franchise Initial store training
- ◆ Franchise Advanced store training

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Basic computer skills
- ◆ Communication skills
- ◆ Interpersonal skills
- ◆ Organizational skills
- ◆ Leadership skills

EXPERIENCE:

- ◆ **Previous:** Twelve (12) months previous experience working in the relevant Franchise to allow for understanding of the philosophy and operational needs.

KEY ACTIVITIES:

A. Coordination / Administration

- ◆ **Coordinates and prioritizes staff work load, when required.**
- ◆ **Provides coaching along with training and guidance to co-workers to reinforce Franchise service experience.**
- ◆ **Ensures Franchise service and operation/department standards are met consistently.**
- ◆ **Performs special projects to achieve planned outcomes.**
- ◆ **Provides input into staff selection and performance appraisals.**
- ◆ **Assists Manager with daily operating procedures such as maintaining quality operations, promoting Franchise-specific beverage, food and product sales, and supervising staff development.**
- ◆ **Places orders and ensures proper types and amounts of materials, supplies and merchandise are ordered and stocked.**
- ◆ **Communicates new product information to co-workers and other staff members.**
- ◆ **Participates in determining training needs for employees.**
- ◆ **Ensures completion of cleaning and operational tasks in accordance with store/department Duty Rosters.**

B. Customer Service

- ◆ **Prepares and serves Franchise-specialty products (e.g., hot and cold beverages).**
- ◆ **Serves pastry and other edibles.**
- ◆ **Operates cash register system.**

C. Clean / Sanitize / Disassemble

- ◆ **Cleans and sanitizes work areas/surfaces, equipment and floors.**
- ◆ **Pre-cleans and washes Franchise-specific equipment.**
- ◆ **Clears and sanitizes tables.**
- ◆ **Disassembles, cleans, reassembles and stores Franchise-specific products and equipment.**

D. Related Key Work Activities

- ◆ **Contributes to established goals for increasing sales.**
- ◆ **Locks/unlocks cabinets, fridges and doors.**
- ◆ **Stocks, receives and unpacks inventory.**
- ◆ **Restocks according to par levels.**
- ◆ **Assists Manager with operational indicators.**
- ◆ **Provides occasional guidance to the primary function of others, including training.**
- ◆ **May call in replacement staff, where required.**

The above statements reflect the general details considered necessary to describe the principle functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Dated: October 10, 2013