



Chippewas of RAMA  
First Nation

# Employment Opportunity

Job Title: **Tim Hortons Supervisor**  
Job Code: BUS850  
Department: Economic Development  
Reports to: Store Manager

Date Posted: 26/Jul/22  
Date Closed: 9/Aug/22  
(5:00 pm)

The Chippewas of Rama First Nation supports the United Nations Declaration on the Rights of Indigenous Peoples. Specifically, Rama supports the training, education and employment of Indigenous People.

Employment Classification: Full-Time with Benefits  
Availability & Term: Approx. Start Date: August 2022  
Remuneration: \$15.77 per hour

## **JOB PURPOSE/SUMMARY**

The role of supervisor is both to supervise and coordinate activities of staff who prepare and portion food and work along side staff to ensure superior level customer service. Additionally, in this role you will be expected to inspire and engage the staff in their overarching role as representatives of Rama First Nation.

## **QUALIFICATIONS**

- Education:**
- Grade 12.
- Skills and Abilities:**
- Commitment to providing superior customer service.
  - Demonstrated leadership skills.
  - Ability to inspire a pride in a job well done.
  - Reliable and flexible to meet the needs of the business.
  - Desire for professional growth and development.
- Experience:**
- 2 years as a Food Service Attendant or prior Tim Horton's experience.
- Other:**
- A Criminal Reference Check is required for this position.

Qualified applicants may submit their cover letter and resume to the attention of:

Charlene Benson, Human Resources Manager  
Chippewas of Rama First Nation  
5884 Rama Road, Suite 200, Rama, Ontario L3V 6H6  
Fax: (705) 325-4718 Email: [charleneb@ramafirstnation.ca](mailto:charleneb@ramafirstnation.ca)

**\*\* ONLY THOSE APPLICANTS SELECTED FOR AN INTERVIEW WILL BE CONTACTED \*\***

Rama First Nation is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise Human Resources if you require any accommodation to ensure you can participate fully and equally during the recruitment and selection process.

**The Chippewas of Rama First Nation - A Proud, Progressive First Nation Community**



# Job Description

Job Last Updated:

1/Jun/22

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## **KEY JOB FUNCTIONS/RESPONSIBILITIES**

- Work to create a positive and progressive working environment that will develop job skills necessary to succeed within the team.
- Create a sense in each team member that they are "making a difference" when they come to work.
- Ensure that product launches and promotions are executed with perfection.
- Resolve guest issues, as well as work with your team to minimize issues.
- Ensure food service and quality control.
- Train staff in job duties, sanitation and safety procedures.
- All duties performed by the Baker and Food Service Attendant.
- Ensure speed of service by adhering to best practices.
- Ensure Log books are completed and signed off on.
- Ensure Store is "Audit" ready at all times.
- Manage EO's to maintain profitability and employee engagement.
- Monitor labour rates and workload to ensure all staff are engaged.
- Daily inventory of at risk items inputted into clearview.
- Ensure proper food labeling of prepared foods and beverages.
- Product rotation monitored.
- Ensure staff are taking breaks and lunches during their shift.
- Monitor sales and to ensure staff are promoting available products.
- Use of clearview system to monitor sales, labour, waste, and missed shifts.
- The duties and responsibilities outlined are representative but not inclusive.