

Food & Beverage Coordinator

Full-Time | Permanent

Students' Association of Mount Royal University (SAMRU)
Wyckham House Student Centre | Calgary, Alberta

Are you a reliable, outcomes-oriented problem solver with excellent customer service skills who enjoys coordinating operations, empowering staff, and delivering exceptional experiences?

The Students' Association of Mount Royal University (SAMRU) is seeking a Food & Beverage Coordinator to ensure the safe and service-focused delivery of food and beverages across our operations, including a licensed campus lounge, coffee shop, smoothie kiosk, and occasional catering services. Supported by the Food & Beverage Manager, you'll coordinate day-to-day service delivery, maintain critical back-end operations like scheduling and inventory verification, ensure financial procedure compliance, and lead a dedicated team of waged frontline staff.

This is an opportunity to combine operational coordination with hands-on leadership while ensuring safe, service-focused delivery of food and beverages within a unique non-profit organization.

About SAMRU

SAMRU is a student-focused charitable organization representing and serving Mount Royal University students. We operate the Wyckham House Student Centre, provide essential student services, organize hundreds of events each year, advocate on behalf of students, and create welcoming spaces where students can connect and succeed.

Our Food & Beverage department helps fulfill that mission by providing the campus community with incredible value on high-quality food, beverages, and catering services.

What You'll Do

As our Food & Beverage Coordinator, you'll:

- Oversee a team of waged staff to ensure safe, service-focused delivery of food and beverages across all service areas.
- Collaborate with the Food & Beverage Manager to recruit, train, and coach staff members to maintain high service standards.
- Provide essential support through staff scheduling and the accurate tracking of waged hours.
- Maintain and verify inventory levels to ensure consistent stock availability and minimize waste.

- Ensure all operations and transactions comply with organizational financial procedures.
- Act as frontline service backup, stepping in to support staff and serve customers during peak periods.
- Ensure the successful operation of occasional facility rentals and catering services by maintaining an on-site presence during high-priority events, including occasional evenings and weekends.
- Resolve customer dissatisfactions by investigating, evaluating, and documenting routine complaints for follow-up with the Food & Beverage Manager.

We're Looking For Someone Who...

- Has experience with the alcohol service and/or food service industry.
- Has a strong customer service orientation.
- Has experience creating staff schedules and tracking hours.
- Has experience with staff supervision.
- Has strong interpersonal skills, including the ability to manage conflict.
- Has strong organizational skills with excellent attention to detail.
- Has ProServe and ProTect certification, or a commitment to obtaining these once hired.
- Has experience with maintaining accurate inventory counts and adequate stock levels.

Why Work at SAMRU?

Working at SAMRU is about more than managing food and beverage operations - it's about helping thousands of students discover welcoming spaces and experiences that support their success. We offer:

- A starting salary of \$47,000 annually.
- July 1 – August 15 off every year.
- Additional paid days off in December.
- Comprehensive employer-paid health and dental benefits.
- 35-hour work week.
- Flex-time program.
- Professional development opportunities.
- A collaborative and energetic team environment.
- A beautiful campus workplace at the heart of student life.

Join Our Team

If you're looking for a leadership role in a fast-paced environment where your management expertise, problem-solving skills, and customer focus will have a visible impact across our operations, we'd love to hear from you.

Please submit your resume with a cover letter to Cara Thompson at hr@samru.ca. This competition will remain open until a suitable candidate is found. We thank all applicants for their

interest; however, no telephone inquiries please, and only those candidates selected for an interview will be contacted.