



QUESADA FRANCHISING OF CANADA CORP.

www.quesada.ca

Customer Service & Office Coordinator

Career Opportunity for AAP Members

Who We Are

Quesada is a fast growing, successful Canadian franchise focused on delivering a legendary *Joy of Mex* experience. We opened our first restaurant in 2004 in the heart of Toronto's theatre district and have been serving happy customers ever since. Today Quesada has over 110 locations and proudly serves fresh made Mexican-inspired fare from coast to coast across Canada. We are proud to be the first Mexican chain in Canada to offer the *Beyond Meat* Burrito! To support our head office team, we need an uber-organized, customer focused self-starter in the role of *Customer Service & Office Coordinator*.

The Opportunity

As part of a growing team at our corporate office, you will make sure our office runs smoothly and that we promptly respond to customer and franchisee inquiries, aligned with our culture of ONE Quesada team. To excel in this role you must be able to juggle multiple tasks, have a strong detail orientation combined with a passion for customer service and continuous improvement. Your variety of responsibilities range from accounting support and feedback coordination to HR administration, payroll and organizing meetings. You enjoy a fast pace, take pride in a job well done, and thrive in a collaborative team environment.

Key Responsibilities

- Accounting support - managing the efficient flow of invoices from receipt to approval, payment and storage
- Ensuring online customer feedback and franchisee inquiries are effectively managed, from database tracking to working with other Quesada team members to promptly respond to inquiries

- Providing human resources support around hiring, onboarding, annual reviews and storing of confidential documentation
- Managing our bi-weekly payroll for head office and corporately owned restaurants
- Business process administrative support - updating menu pricing and point of sale input, as well as organizing and updating construction & restaurant design documentation
- General office duties such as processing mail and couriers, managing office supplies, organizing meetings & lunches, and team social events.

Skills & Experience Required

- Post secondary education, preferably in office administration
- Excellent planning and organization skills, with an eye for detail
- Customer service mindset and focus
- Strong written and verbal communication skills
- Proficient with MS Word, Excel, Powerpoint
- Experience with Google Docs, Google Sheets, is an asset.

We are located near Bay & Bloor in Yorkville (Toronto), and offer a competitive compensation package, including team bonus and benefits. The base salary range for this role is \$42,000-\$50,000 dependent on level of experience and skills.

If Quesada sounds like the team for you, please apply through the link below by March 29, 2019:

<https://quesada-jobs.humi.ca/job-board>