

Job Title: Assistant Restaurant Manager

FLSA Status: Exempt



POSITION SUMMARY: Responsible for managing restaurant operations, in conjunction with or in the absence of the Restaurant Manager. Uses discretion in daily management decisions with accountability for living the Brand values and helping the brand thrive. Focuses on developing a people and guest-centric culture that consistently delivers excellent guest service and food quality while ensuring compliance with policies, procedures, and regulatory requirements.

How it's Done...

People

- Monitors staffing levels; recruits and selects employees to talent and job profiles
- Trains, develops, coaches, and evaluates employee performance; ensures systems for training employees are fully implemented and followed
- Assigns activities and tasks
- Identifies and develops internal candidates for management and Team Leader positions
- Treats employees with respect and dignity and regularly recognizes and rewards employees
- Complies with all state and federal labor laws and regulations

Guest Service

- Manages daily activities to achieve excellence in restaurant operational performance
- Holds restaurant team accountable for consistently delivering excellent guest service and food quality in adherence with brand systems, procedures, and food safety requirements to provide a raveable guest experience
- Reviews practices and modifies as needed to continuously improve the guest experience
- Interacts with guests and the community; responds to guest questions, concerns and complaints in a timely and professional manner to ensure positive resolution and guest recovery
- Maintains brand image by ensuring restaurant cleanliness, maintenance, and excellent service

Business Results

- Partners with the restaurant manager in using management information tools to analyze restaurant operational and financial performance
- Identifies trends and implements action plans for improvement
- Focuses efforts on developing long term sales growth initiatives designed to drive profitable sales growth
- Considers cost/benefit impact of financial decisions and works to protect the brand
- Monitors costs and adherence to budget and restaurant goals

It's All About...

Keeping it Real

- Being passionate about the Brand
- Being genuine and humble
- Having a desire to be of service to others
- Embracing diversity
- Leading by example

Serving One Another

- Leading through your people
- Treating everyone with respect and dignity
- Creating an environment that enables people to be their best
- Celebrating successes
- Never walking past a problem

Serving the Guest

- Bringing the brand to life
- Knowing our guests
- Creating an environment that meets our guests' expectations
- Delivering cravable flavors and ravable service
- Setting the course for the team

Learning & Growing

- Teaching, leading and coaching
- Collaborating with peers
- Hiring and building talent
- Embracing the need for personal growth and development

Delivering Results

- Manage and growing a business
- Building connections with guests and the community
- Protecting the Brand by following established procedures
- Taking initiative to grow the business
- Being accountable for personal and team results

POSITION REQUIREMENTS: High school diploma or equivalent education required; age requirements may apply in order to remain in compliance with State and Federal laws. Minimum of 1+ years' experience as a Team Leader or Assistant Manager in a customer service environment with some P&L responsibility. Ability to communicate in English is required; Spanish comprehension is helpful. Fundamental reading, writing, math and computer /POS skills are required; must meet the minimal criteria in background check. Must successfully complete the in-house management training program. Must have access to adequate transportation and complete the administrative driving requirement. May be required to reach, bend, stoop, climb, and/or lift up to 50 pounds. May be required to operate/access equipment at standard heights while walking or standing during entire shift. Hazards include, but are not limited to, slipping, tripping, burns, cuts, abrasions, and falls. Must make a minimum commitment of 45 hours per week with shifts of varying times and lengths. Must be available and willing to work a variety of days/times including weekends and evenings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.