

## Assistant Manager Job Description

### Classification

Nonexempt- Hourly

### Date

04/01/2018

### Summary/Objective

The Assistant Manager (AM) supports the Senior Assistant Manager and Restaurant General Manager (RGM) in ensuring delivery on guest satisfaction through managing the daily operations of a single restaurant. The Assistant Manager assists in operations, employee development, guest services and compliance across shifts for desired restaurant outcomes (i.e., increased sales, profitability, guest experience and employee retention). This position operates under the direct management of the Senior Assistant Manager and Restaurant General Manager and helps lead the restaurant team.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ensures that each guest receives outstanding service by providing a guest-friendly environment, maintaining company standards, and all other components of the guest experience.
- Maintains merchandising standards, display signage standards and monitors inventory levels.
- Ensures employees adhere to daily goals, tasks and assignments.
- Assists in monitoring restaurant and employee performance.
- Responsible for covering vacations and days off for other Team Members.
- Maintains adherence to all company policies and procedures.
- Assists in completing all office tasks, including accounting for store funds, receiving, and inventory control.
- Directs efficient and accurate preparation and sale of products for prompt delivery within established speed of service guidelines.
- Motivates and directs Team Members and Shift Managers to exceed guest expectations with fast and friendly service in clean surroundings.
- Supervises and assists in the training of Team Members and Shift Managers on stations, BKC products, processes and policies.
- Find replacement worker's when employees call off to ensure staffing during the shift.
- Ensures all employees receive required breaks and meal periods, including covering employee workstations as needed.
- Provides coaching, direction, praise and feedback to team members.
- Follows cash control processes, security procedures and helps maintain inventory as well as manage labor across shifts to enhance restaurant results.
- Enforces compliance with applicable laws, regulations, policies, and procedures relating to all restaurant activities.
- Developing skills in interviewing potential team members, training and retaining team talent.
- Provides recommendations on the discipline and terminations of Team Members including creating acceptable documentation to support the recommendation.
- Ensures prompt and regular attendance for assigned shifts, meetings and training.

## **Qualifications and Competencies**

- Must be at least eighteen (18) years of age.
- High School Diploma or equivalent. Experience may be substituted for education on a year to year basis.
- At least (6) months of experience working in a similar industry in a supervisory role.
- Demonstrates problem solving and analytical abilities.
- Possesses the desired leadership skills needed to effectively manage a team.
- Foundational understanding of the quick service industry.
- Demonstrates the ability to take initiative and complete tasks.
- Excellent time management skills.
- Technical aptitude to utilize company systems, POS Systems, email and applicable Microsoft programs.
- Excellent customer service skills.
- Able to demonstrate English language proficiency that enables speech expression clarity and proficient reading and verbal comprehension of the language.
- Strong written and documentation skills.
- Ability to work and travel to various restaurant locations.
- Available to work various shift which may include evenings, weekends and holidays.
- Must be ServSafe Certified.
- Required to possess a valid unexpired state issued Health Card.
- Must be authorized to work in the United States without sponsorship from an employer.

## **Supervisory Responsibility**

This position assists in the management all Shift Managers and Crew Members in the restaurant.

## **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work varies and the employee must be able to work long and/or irregular shifts, including extra shifts, as needed, for proper functioning of the restaurant. Evening and weekend work may be required as job duties demand.

## **Work Environment**

This job operates in a fast-food restaurant environment, as such, the noise level in the work environment varies. When in the kitchen or the dining area, the noise level may increase to loud. Conditions in the restaurant may be slippery. Employees may be subject to extreme cold or hot surroundings frequently. Workers usually must withstand the pressure and strain of working in close quarters, standing for hours at a time, lifting heavy items, and working near hot equipment and grills. Working at heights may be required.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, and crouching all day. The employee must frequently lift and/or move items not to exceed 40 pounds. and use hands to finger, handle, or feel objects, tools or controls. The employee is frequently required to reach with hands and arms, and to sit, climb or maintain balance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.