

Shift Manager Job Description

Classification

Nonexempt- Hourly

Date

04/01/2018

Summary/Objective

The Shift Manager is responsible for maintaining guest services, by ensuring customers have a friendly experience and receive their orders quickly and accurately per company standards. Shift Managers help lead the restaurant team by directing other employees through their daily routine and interactions with customers. This position operates under the direction of the General Manager, and Assistant Managers.

Essential Functions

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

- Assists the Management Team with supervising and coordinating the activities of workers engaged in preparing and serving food at the restaurant.
- Ensures the delivery of excellent customer service by managing the guest experience during assigned shifts.
- Sets an example for Team Members by working hard to implement shift plan and ensure swift and smooth production of services.
- Acts as quality control, ensuring customer satisfaction through training employees and adhering to company policies.
- Delegates in a way that encourages teamwork during shift and ensures that the restaurant operations comply with Company standards.
- Depending on shift, may:
 - Open restaurant, sets up cash drawers, initiate computer run, and make final deposit of previous nights' receipts.
 - Close restaurant, cleaning kitchen equipment, dining room, preparing final deposit and closing paperwork.
- Ability to work all stations, prepare food and serve customers at counter and drive-thru window.
- Ensures the maintenance, cleanliness, and sanitary conditions of the restaurant.
- Motivates and directs team members to exceed customer expectations with fast and friendly service.
- 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.
- Assists in the food prep process and ensures compliance with REV requirements.
- Supports the Management Team enforce compliance with applicable laws, regulations, policies, and procedures relating to all restaurant activities.
- 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.
- Responsible for handling employee relations issues during work shifts, including applicable disciplinary actions as deemed necessary and appropriate by Restaurant General Manager or Assistant Manager.

Qualifications and Competencies

- Must be at least (18) years of age.
- High school diploma or equivalent. Experience may be substituted for education on a year to year basis.
- Must display ethical conduct and decision-making abilities.
- Exhibits the desired leadership skills needed to effectively manage a team
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- General knowledge of computers, and applicable POS systems.
- Ability to perform basic business math and cash handling skills.
- Excellent organizational skills.
- Available to work various shift which may include evenings, weekends and holidays.
- Ability to effectively communicate, and develop and maintain professional relationships with co-workers, and guests.
- Ability to read, write and speak effectively in English.
- Maintains a professional appearance and grooming standards.
- 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 has supervisory responsibilities of team members for designated shifts.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days vary on a continual basis. This position regularly requires long hours or varied shifts (day, swing or night) and frequent weekend work.

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, broilers and ovens. 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.