

## Senior Assistant Manager Job Description

**Classification**  
Nonexempt- Hourly

**Date**  
04/01/2018

### Summary/Objective

The Senior Assistant Manager (SAM) supports the Restaurant General Manager (RGM) in ensuring delivery on guest satisfaction through managing the daily operations of a single restaurant. The SAM helps manage operations, employee development, the guest services and compliance across shifts for desired restaurant outcomes (i.e., increased sales, profitability, guest experience and employee retention). The SAM has full accountability for restaurant operations in the absence of the Restaurant General Manager. This position operates under the direct management of the RGM 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 friendly environment, maintaining company standards, and all other components of the guest experience.
- Maintains merchandising standards, display signage standards and monitors inventory levels.
- Plans and assigns daily goals, tasks and assignments.
- Monitors restaurant and employee performance.
- Responsible for covering vacations and days off of the RGM
- Assists in adjusting strategies to meet store and company goals.
- Maintains adherence to all company policies and procedures.
- Manages all office tasks, including management of store funds, receiving, inventory, food orders, and scheduling labor.
- Directs efficient and accurate preparation and sale of products for prompt delivery within established speed of service guidelines.
- Motivates and directs Team Members, Shift Managers, and Assistant Managers to exceed guest expectations with fast and friendly service in clean surroundings.
- Supervises and trains Team Members/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 all employees in the restaurant.
- Follows cash control, security procedures and helps maintain inventory, manage labor, and apply financial reports across shifts to enhance restaurant results.
- Enforces compliance with applicable laws, regulations, policies, and procedures relating to all restaurant activities.
- Proficient hiring and retaining employees through effective interviewing and selection of team members.
- Exhibits the ability to effectively job and shift match potential employees to the roles within the restaurant.
- Responsible for making decisions or recommendations on hiring and advancement.
- Proficient in making decisions or recommendations on the discipline and terminations of team members including creating acceptable documentation to support the recommendation.
- Well-versed on worker's compensation and guest injury procedures and company policy.
- 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 (1) year of experience working in a similar industry in a supervisory role.
- Proven problem solving and analytical abilities.
- Proven leadership skills and ability to effectively manage a large team.
- Demonstrates formal understanding of the quick service industry.
- Excellent time management and prioritization 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 manages all employees of the restaurant and is responsible for the leadership of the employees within its 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, 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.