



ASSISTANT MANAGER – JOB SUMMARY:

The **Assistant Manager** at a Big Acai café is a critical support role to the General Manager in controlling day-to-day operations of the café by leading the team in excellence in delivery of our products to the customer, in creating an inclusive and positive environment for the employees, and maintaining a clean, safe and inviting environment in our café physical space. Your attention to detail, great leadership skills, and the ability to build relationships with customers to create repeat business ensures your success as the Assistant Manager.

DUTIES AND RESPONSIBILITIES:

- Train and develop crew members, supporting all aspects of delivering products that are in compliance with the brand identity and service levels.
- Manage daily attendance/absenteeism, time cards, breaks and employee product consumption.
- Providing performance feedback of team members to the General Manager for optimized shift scheduling and skill balancing.
- Ensure team members are following proper food handling and sanitization standards.
- Enforce uniform/dress codes.
- Manage the application of customer discounts, refunds and rewards.
- Guide shift leads and crew members in opening, closing and downtime procedures, including adherence to the utilization and compliance with the associated checklists.
- Keep restaurant clean, organized and inventoried using appropriate checklists.
- Count cash drawer and tips at the conclusion of the day, complete cash report for the General Manager.
- Complete all required training including ServSafe® certification.
- Lead by example in holding guests as the highest priority, and role model exceptional guest service, ensuring products are consistent with company quality standards.

EDUCATION/EXPERIENCE:

- High School diploma or equivalent is required.
- 2 years of successful Shift Lead experience in a food service or retail environment.
- Proven track record of leadership and managerial skills while providing exceptional customer service.

LANGUAGE ABILITY:

This position requires excellent written, verbal and group communication skills.

MATH ABILITY:

This position requires excellent business math skills, and a strong foundation in restaurant financial management.

REASONING ABILITY:

This position requires strong problem solving and decision-making skills, and the ability to be flexible and adapt in any situation.

COMPUTER SKILLS:

Good computer skills required. Must be proficient with the use of networked environments, the use of the internet and social media, and be proficient in being able to utilize computerized business tools such as Point-of-Sale devices, software and printers.

SUPERVISORY RESPONSIBILITIES:

This position requires indirect supervisory responsibilities of shift leaders and crew members.

PHYSICAL DEMANDS:

This position will require long periods of standing on hard surfaces. There is also likely to be extensive lifting of supplies and materials and moderate to loud noise. The use of hands and arms to reach for, grasp and manipulate objects is required.

OTHER:

This position will be required to sign a non-complete and non-disclosure document in effort to protect the trademark and keep trade secrets that you will learn confidential.