

Assistant Manager Job Description

Position Title: Assistant Manager

Summary: Day to day management of a Great Harvest Bakery Cafe and its staff. Meets or exceeds sales and profitability goals as established by ownership and General Manager. Reports directly to the General Manager.

Responsibilities:

1. Culture:

- Uphold and promote the company's mission statement through daily operations.
- Proactively recruit hire team members aligned with the organizational culture, and create and maintain a culture that minimizes turnover.

2. Personnel Management:

- Develop and manage employee schedules and compliance (subject to owner/GM approval).
- Oversee employee onboarding and training processes.
- Oversee payroll, pay scale, and address job performance, including punctuality, task completion, and interpersonal issues.

3. Customer Service Excellence:

- Ensure adherence to brand standards from open to close.
- Supervise Breadboard execution, greetings, order flow, and upselling techniques.
- Foster fast and efficient transactions, speed of service, and rewards programs.
- Manage the lobby, handle customer complaints, and build customer connections.
- Oversee online ordering and third-party platforms.

4. Marketing:

- Drive local store marketing initiatives to enhance brand visibility.
- Collaborate on social media strategies with the general manager.
- Implement and optimize rewards programs.
- Execute Winning Hearts.

5. Operations Management:

- Supervise production processes, including bake records, kneaders board and proprietary systems.
- Implement predictions processes, including daily sheets, product counts and other proprietary systems.
- Facilitate ingredient orders and manage inventory levels.
- Ensure speed of service, menu updates, and adherence to recipes.
- Establish and maintain checklists, cleaning processes, and quality control measures.
- Monitor legal certifications, health, and OSHA standards.

6. Financial Oversight:

- Monitor and meet targets for "Big Two" and variable costs.
- Manage labor tasks, adjusting daily as necessary.
- Monitor and adjust COGS on a weekly basis.
- Supervise purchase approvals and conduct weekly inventories.
- Oversee bakery supplies, cleaning supplies, and equipment maintenance.
- Manage marketing budget set in collaboration with GM/owner.
- Conduct daily reconciliations and banking activities.
- Review operating profit regularly with GM/owner.

7. Additional Responsibilities

- Perform other necessary tasks as agreed upon and assigned by the GM/Owner.
- Conduct regular meetings and reviews with GM/owner (at least weekly).

Skills, Education, and Certifications

Required:

- At least 1 year of food service or hospitality management, or equivalent experience.
- Ability to manage 7-10 people while engaged in operational work
- Ability to perform bookkeeping, recordkeeping, and inventory tracking.
- Ability to use computer-based software for: shift scheduling, inventory, predictions, and daily reconciliations.
- Must have a smart phone.

Desired

- At least 2 years of food service or hospitality management.
- High School diploma or equivalent
- Associate or Bachelor's degree in Business Management
- ServSafe Manager Certificaton.

Compensation

Wage

- Full-time or part-time, starting pay at \$17-\$21/hr, dependent on experience-level, references, and responsibilities.

Benefits

- 401K
- PTO and Sick Leave for Full-Time
- Health, Vision, and Dental for Full-Time
- Profit Sharing
- Free meals and employee discounts