

Job Title: Assistant Manager & (Training AM)	Department : Field Operations
Reports To: General Manager	FLSA Status: Non-Exempt
Job Code: 0617(A), 0617 (B), 0617 (N)	Pay Grade: 04

POSITION SUMMARY:

The Assistant Manager is responsible for the hiring, training and continuing development of the Team Members in the restaurant as well as providing excellent Guest service, preparing high quality food and maintaining a clean work environment. The Assistant Manager also assists the General Manager in operating and maintaining the restaurant to maximize profitability and Guest satisfaction.

The Assistant Manager exhibits Checkers and Rally's corporate values as well as the Leadership and Technical competencies necessary to be successful in the position.

An Assistant Manager certified as a Training Assistant Manager will train new Company Assistant and Shift Managers and will show advanced Leadership and Technical competencies.

POSITION ACCOUNTABILITIES:

Sales and Profits

1. Build sales by promoting Guest satisfaction and implementing product promotions
2. Manages costs by monitoring Team Member prep, production and procedures execution and by reconciling inventory and invoices
3. Maintains security of cash, product and equipment during shifts; follows company policy for cash control and security and for reporting maintenance problems
4. Tracks waste levels using established procedures and monitoring Team Member position procedures
5. Communicates to General Manager any problems in sales and profit related to shift management
6. Assists General Manager in executing sales and profits plans as defined
7. Creates and/or reviews weekly sales projections

Guests (Guest & Restaurant Operations)

1. Responds promptly to Guest complaints
2. Monitors product quality during shift by monitoring hold times and food storage guidelines, talking with Guests and managing Team Members' performance
3. Takes service times and determines efficiency
4. Follows restaurant cleaning plan and directs Team Members to correct cleaning deficiencies
5. Follows checklists and flowcharts to ensure Team Members are meeting prep and production goals
6. Monitors inventory levels to ensure product availability; orders products, and receives inventory and stores products as required
7. Ensures proper execution of standards and procedures when managing shifts
8. Takes appropriate action when problems of a variety in nature are anticipated or identified
9. Maintains safe working conditions in the restaurant

10. Reports accidents promptly and accurately through the proper incident reporting system
11. Follows procedures for resolving operational problems indicated by Health Department inspectors
12. Manages shifts effectively through the appropriate use of operational and shift planning checklists

People Management

1. Processes Team Member applications and assists with interviewing and hiring of new Team Members to ensure adequate coverage
2. Monitors Team Member turnover rate and causes; makes recommendations to General Manager
3. Trains Team Members in Guest Service, how to respond promptly to Guest needs, and how to solicit Guest feedback to determine Guest satisfaction
4. Takes corrective action with Team Members to improve performance, escalating problems to upper management
5. Using the appropriate training systems, trains Team Members in restaurant cleanliness, new products, positions, cash and product inventory controls and certifies them by position
6. Accurately maintains company records
7. Cross-trains Team Members as necessary for efficient coverage of positions during shifts
8. Recommends high-performing Team Members to General Manager as potential Shift Managers
9. Understands and complies with labor laws and assists with employee complaints and resolution processes as well as scheduling as needed.

Performs other related duties, tasks and special projects as required.

EMPLOYMENT STANDARDS

Education & Licensing

- High school diploma or general education degree (GED)
- Food Safety certified
- Valid Driver's License preferred

Experience

- 1-2 years restaurant management experience, preferably in quick service restaurants
- Microsoft Office and general systems experience required

Essential Physical Requirements:

- Ability to regularly stand for extended periods of time, talk, see, and hear.
- Ability to read, analyze and interpret written information such as procedure manuals, Company communications or governmental regulations.
- Ability to perform basic math functions.
- Ability to occasionally lift and/or move up to 50 pounds.

- Ability to work in a normal restaurant environment where the noise level is usually moderate and occasionally be exposed to outside weather conditions.
- Ability to tolerate frequent exposure to smoke, steam, high temperatures, humidity and extreme cold. There is also frequent contact/immersion of hands in water, sanitation solutions, meat products, poultry products, seafood and produce items.
- Ability to work flexible schedules and extended hours may be required to meet deadlines, handle unusual workloads or to accomplish organizational priorities

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