

Job Title: Shift Manager	Department : Field Operations
Reports To: General Manager	FLSA Status: Non-Exempt
Job Code: 0618(A), 0618 (B), 0618 (N)	Pay Grade: 02

POSITION SUMMARY:

The Shift Manager is responsible for managing shifts, operating and maintaining the restaurant to maximize profitability and Guest satisfaction as well as providing excellent Guest service, preparing high quality food and maintaining a clean work environment.

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

POSITION ACCOUNTABILITIES:

Sales and Profits

1. Build sales by promoting Guest satisfaction
2. Manages costs by communicating and monitoring prep and production levels by the Team Member
3. Tracks waste levels using established procedures
4. Manages labor costs by evaluating labor needs against projected sales during the shift
5. Identifies and solves problems that affect sales and profits

Guests (Guest & Restaurant Operations)

1. Monitors product quality during shift by monitoring hold times and food storage guidelines, talking with Guests and by managing Team Member performance
2. Manages shifts to meet service Guest satisfaction goals, evaluates slow points and takes corrective action to improve service times
3. Takes service times and determines efficiency
4. Follows restaurant cleaning plan and directs Team Member to correct cleaning deficiencies; reports status to General Manager
5. Follows flowcharts, checklists and prep charts
6. Monitors inventory levels to ensure product availability; orders products, and receives inventory and stores products as required
7. Manages security of cash, product and equipment during shifts
8. Manages shifts to meet or exceed standards

People Management

1. Develops Team Member members to meet standards and procedures
2. Uses shift plans to organize and manage Team Members for the shift
3. Trains Team Member to respond promptly to Guest needs and in Guest service, to maintain restaurant cleanliness,
4. Cross-trains Team Member as necessary for efficient coverage of positions during shifts and assists with training of Team Member for new products/processes

5. Conducts specific training to resolve problems such as Guest Service, Product Quality/Accuracy, and Safety
6. Accurately maintains company records
7. Takes corrective action with Team Member to improve performance, escalating problems to upper management
8. 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 experience, preferably in quick service restaurants; Management experience preferred

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