



## JOB DESCRIPTION

**Title: Assistant Manager**

**Classification: Exempt**

**Salary Range: \$45,000 + Operational bonuses (DOE)**

**Original Date: 4/21/2021**

**Department: Natchez Trace Market**

**Position Status: Full Time**

**Reports to: NTM General Manager**

**Date of Review: March 2024**

### **Job Objective**

Responsible for handling and managing the day-to-day operations of the store. Assist in planning, organizing, and training as necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

### **Essential Functions**

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

### ***Guest & Customer Service***

- Seeks feedback from customers on the food, service, and environment of the store.
- Assists Manager with the operational details that define the overall guest experience.
- Encourages team members to exhibit a strong guest service orientation at all times.
- Intervenes to correct below standard service issues and informs the Manager promptly.
- Happily greets guests when they walk in the door and thank them for their visit as they leave.
- Maintains a positive tone when speaking with others.
- Adjusts communication style to best accommodate the needs of the audience.

### ***Coaching & Developing of Team***

- Leads by example.
- Sets and communicates clear performance expectations and holds staff accountable for meeting the determined performance goals.
- Evaluates performance fairly and consistently across all employees.
- Assists the Manager with making decisions regarding employee development and discipline.
- Handles employee conflicts and disagreements in a constructive and unbiased manner.
- Addresses performance issues in a timely and effective manner, providing constructive feedback for the employees so they can correct the issues and continually improve performance.
- Assists the Manager with identifying strengths and developmental opportunities within the team and addresses them appropriately by providing training, delegating appropriate tasks, etc.
- Assists the Manager in identifying where individual skills can be best utilized, matching the right people with the right roles.
- Provides regular coaching to individual employees on their roles.

- Ensures training standards and procedures are expertly executed.
- Actively acknowledges and recognizes achievements and growth of the team.
- Remains approachable and open to employees' concerns and suggestions.
- Promotes a fun and collaborative work environment; facilitates strong teamwork to achieve common goals.

### ***Operational Processes***

- Oversees and manages Convenience Store GSR (Guest Service Representatives).
- Assists in performing routine quality checks to ensure freshness, appropriate inventory levels and standards are maintained.
- Ensures a clean kitchen and store environment following safety and sanitation guidelines as set forth by state and federal laws, as well as company policies.
- Maintains interior and exterior image standards and ensures regular maintenance/upkeep of facilities and equipment.
- Holds staff accountable for upholding all company policies and guidelines.
- Assists in proactively managing labor needs and costs relative to sales, trends, and projections.
- Assists in keeping the store staffed and equipped as needed, filling gaps through hiring and training.
- Builds and maintains respectful relationships with staff and key partners such as vendors, owners, etc.
- Uses systems and procedures to monitor progress and maintain efficiency.
- Assists in creating contingency plans to address immediate and unexpected challenges.
- Balances needs in the front of the store with administrative/paperwork responsibilities.
- Monitors daily priorities and short-term initiatives while keeping track of long-term goals.

### ***Other Role Accountabilities***

- Actively participates in routine financial meetings (P&L) as requested.
- Makes short and long-term decisions that positively impact the company's brand.
- Takes ownership for solving problems and follows through to ensure desired outcomes.
- Acts quickly and confidently when needed based on the need and urgency of the situation.
- Displays diligence and persistence in overcoming obstacles.
- Prevents future problems by assisting in developing solutions that resolve root causes.
- Considers how decisions will impact all aspects of the store and reacts accordingly.
- Proactively seeks ways to improve programs and processes to heighten business results.
- Acts as a role model for all elements of the store culture and core values, and consistently models behaviors that drive results.
- Reviews store goals with all employees to ensure desired results are clear and obtainable.
- Assists in analyzing guest satisfaction measures and other critical performance data to develop and execute plans to grow the company.
- Assists with evaluating and monitoring local competition and its impact on the business.
- Works with Marketing to establish visibility to drive sales, traffic, and return visits.
- Remains even-keeled and calm when under pressure, maintaining a controlled, professional manner at all times.
- Successfully manages various priorities without becoming overwhelmed.

## **Competencies**

Customer Focus  
Communication  
Leadership  
Flexibility

## **Qualifications**

- Must be at least 21 years of age.
- Strong communication skills; must be able to speak, read, and understand English.
- Must be able to perform moderate math skills.

## **Special Position Requirements**

- Valid Tennessee Driver's License.
- Must have availability to work a changing schedule.
- Will work nights, holidays, and weekends.

## **Preferences**

- Multi-lingual.
- Serve Safe Certified.
- ABC certified.
- Excellent interpersonal, guest service and oral communication skills.
- Proficient Knowledge of Microsoft Office.
- Proficient Knowledge of Food and Beverage Software (Aloha)
- Creative, highly motivated, eager, and enthusiastic while implementing company policies, standards, programs and procedures.
- Ability to manage in a diverse environment with focus on client and customer services is essential to success in this role.
- Excellent attention to detail and takes personal pride in all that you do.
- Reads each situation and reacts productively to an ever-changing environment.
- Flexible and adaptable to a change.

## **Work Requirements**

- Be able to work in a standing position for long periods of time (up to 9 hours).
- Ability to lift up to 50 pounds (carrying cases of milk, etc.), perform repeated bending, standing, reaching.
- Have sufficient visual ability to check identification and process credit card transactions.

*DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.*

*The Loveless Cafe LLC is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V*