



JOB DESCRIPTION

Job Title: SHIFT SUPERVISOR
Department: Operations
Job Reports To: General Manager
Director of Operations

Exempt Non-Exempt

This job description provides a general guideline to the most common duties and responsibilities, and minimum requirements and qualifications for the position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the Company.

Basic Function: The Shift Supervisor provides operational and occasionally administrative support to the General Manager and/or Assistant General Manager. Provides administrative support to a number of areas/departments as well as demonstrates a fair amount of independent thinking and judgment. Duties may include clerical assistance with correspondence, assistance with travel plans, secretarial support, and routine office related functions in addition to more "high level" marketing duties. Since work time must be split, a strong attention to detail and ability to prioritize are key.

Principle Duties:

- Trains and develops staff to full potential.
- Assists in the control of unit sales and accounting functions.
- Assists in implementing and monitoring company personnel programs.
- Maintains company standard for sanitation and safety.
- Responsible for ensuring excellent customer relations and satisfaction
- Assists in cash control and security for unit.
- Assists with the ordering, receiving, storage and presentation of all food products.

Position Specifications:

1. Educational or Experience Requirements:
 - Proven track record of ability to accept an increasing amount of responsibility
 - Minimum of one-year supervisory experience preferred.
2. Essential Mental Requirements:
 - Must be able to work as an integral part of the management team.
 - Must be able to maintain rapport with supervisors and subordinates.
 - Must be able to cope with a fast-paced work environment.
 - Must be innovative and willing to take initiative.
 - Must present a professional image to staff and guests.
 - Must have the ability to plan and organize.
3. Essential Physical Requirements:
 - Must be able to lift 50 pounds
 - Able to remain standing for long periods of time.