



Job Description

JOB TITLE: General Manager
REPORTS TO: Owner
FLSA STATUS: Exempt

OVERVIEW: This position maintains proper function of the entire Cup location through leadership toward the Cup mission and core values.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains regular communication with owner.
- Disseminates information to team members.
- Encourages and exemplifies the Cup mission and core values.
- Treats people with respect, keeps commitments, inspires the trust of others, works ethically and with integrity, upholds organizational values.
- Performs individual and group training for team members as needed (portions may be delegated with owner approval).
- Maintains compliance with company policies and procedures.
- Maintains and administers shop checklists.
- Maintains or delegates* inventory, ordering and receiving.
- Balances drawers, makes deposits, and creates sales reports.
- Maintains shop equipment (oversees creation and maintenance of cleaning schedule, coordinates repairs).
- Oversees allotment and preparation of donations.
- Creates and maintains community involvement opportunities.
- Represents The Cup in various media outlets (print, radio, television) as approved by owner.
- Coordinates shop décor for holidays.
- Maintains or delegates* displays and merchandising.
- Conducts regular team meetings.
- Schedules training with vendors as needed.
- Makes or delegates* posts on shop Facebook page at least 4 times weekly.
- Manages or delegates* large orders and weddings.

*delegates while still overseeing

SUPERVISORY RESPONSIBILITIES:

- Spends approximately 70 to 80% of time supervising (always more than 50%).
- Supervises approximately 10-15 employees.

- Manages and motivates staff (including: hiring, firing, performance management and recognition of duties) while enforcing Company policies and procedures.
- Terminates employees, if necessary.
- Makes salary recommendations.
- Assesses staffing needs and recruits staff using approved methods.
- Interviews and hires prospective employees.
- Creates and implements bi-weekly staff schedules and labor reports.

KNOWLEDGE:

- Restaurant management.
- Must have knowledge of Microsoft Office Suite, including Word, Excel and PowerPoint.
- Must have knowledge of Google Drive including Google Docs and Google Sheets.
- Has knowledge of company policies and procedures.

SKILLS:

- Must have excellent interpersonal skills as well as a friendly and outgoing personality.
- Must be able to guide, correct, direct and counsel team members.

ABILITIES:

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to write reports, business correspondence and procedure manuals with correct grammar and spelling.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations when only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Treats people with respect, keeps commitments, inspires the trust of others, works ethically and with integrity, upholds organizational values.

EDUCATION, EXPERIENCE, and TRAINING:

- High school diploma.
- Four-year college degree or two (2) years restaurant management.
- Professional experience leading and motivating groups and individuals.
- Professional experience initiating relationships with vendors and/or clients, developing marketing strategies and growing a business independently.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must obtain and maintain a Safety and Sanitation Certificate.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must frequently lift and/or move up to 30 pounds, and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision and peripheral vision.
- Depth perception and the ability to adjust focus ability to adjust the eye to bring an object into sharp focus.
- While performing the duties of this job, the employee is regularly required to stand, use their hands and arms to handle, feel, reach and lift.
- The employee is frequently required to walk, stoop, kneel, crouch, crawl, talk and hear.
- The employee is occasionally required to climb, balance, taste and smell.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee is frequently exposed to wet or humid conditions (non-weather) and works near moving mechanical parts.
- The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme cold (non-weather) and risk of electrical shock and is occasionally required to work in high, precarious places.
- The noise level in the work environment is usually moderate.

Note: Nothing in this job specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

I have read and understand the duties of my position:

Print Name: _____ Date: _____

Signature: _____