

LEAD MANAGER JOB DESCRIPTION

The LM position is a developmental position to prepare the individual for the Managing Partner ("MP") position. The LM is responsible for assisting in the successful and profitable operation of a single unit store, including modeling the company's mission, vision and values and leading the team to achieve expected results while working side by side with team members. Included in the LM's primary responsibilities are training, developing and motivating Team Members to delight every guest. While in this position, the LM will learn all functions of the MP position.

Responsibilities of Lead Manager include (and not limited to):

• Leadership

- Motivate and inspire the team to delight every guest every time, creating raving fans, through a positive and enthusiastic approach, and by recognizing and rewarding great performance
- Hold Team Members accountable for consistently meeting all quality, service and cleanliness standards
- Create a culture where open and respectful communication is encouraged
- Communicate clear expectations
- Lead and develop the team to achieve company objectives and operational excellence.
- Assist in conducting effective and productive management and team meetings to identify and impact areas of opportunity and achieve continuous improvement
- Build effective relationships with peers and upper management partners, including senior leadership team members
- Proactively seek personal learning and development opportunities for self-improvement

• People Development

- Develop and retain top Team Member talent for the store
- Support the maintenance of optimal staffing levels for the store
- Train and develop Shift Managers and Team Members in all areas of job responsibility
- Consistently assess and provide ongoing performance feedback to include performance reviews, monthly check-ins and daily coaching with all levels within the store
- Recognize and address performance issues in a timely manner

• Achieving Results

- Assist the MP in the execution of the store business plan to drive results and achieve continuous improvement
- Deliver on key business drivers: Quality, Accuracy, Hospitality, Cleanliness, Speed of Service, Value, and People
- Consistently deliver top results in Secret Shop, Steritech, and Contact Reports
- Fully execute and follow all systems, processes and standards

QUALIFICATIONS:

- Minimum 18 years of age
- Open availability, 45 hours, 5 days
- Demonstrated energetic, enthusiastic and hands-on leadership style
- Strong analytical, prioritizing, interpersonal, problem-solving & time management skills
- Strong verbal and written communication skills in English
- Collaborative skills and ability to work well within a team
- Ability to work in a fast-paced and deadline-oriented environment

ADDITIONAL INFO:

- This is an hourly position with up to 5 hours of OT per week.
- Hourly Compensation of up to \$17.00/hour
- The LM and MP will have opposite days off and will work opposite shifts. On these days off, the LM or MP will work a mid shift to ensure management coverage for both meal periods.
- PTO will accrue at 5.33 hours per month = 64 hours(8 days)
- The LM does qualify for tips.