

Position Description: Shift Supervisor

**Job Type:** Full-Time > 37.5 hours or Part Time < 37.5 hours per week

**Salary:** $15.50 to $20.00 /hour

**Additional Compensation:** Bonuses

**Required Approval:** GM, MUM & DOO Sign-Off

**Position Description**

**Relevant Skills and History:**

* Successful history of Guest Service, Team Building and Development of People as a Shift Supervisor at MLY Investments, LLC dba Freddy’s of Iowa.
* Aptitude toward Learning, Coaching, and Teamwork.
* Ability to Motivate and Train a diverse staff in a fast-paced environment.
* Proclivity for Accountability and maintains Company Standards and the Freddy’s Way.
* Strong attention to Detail and Standards while managing time and priorities efficiently.
* Always focused on Profits and Sales Growth.
* Excellent attention to the Guest Experience, a true example of Hospitality.
* Exhibits detailed attention to Food Safety, is Food Safety Certified or will be within 30 days or promotion
* Capable of assuming responsibility for at least 2 delegations
* Experience in successfully leading teams of 5 or more and labor management is desired.
* Must be performing satisfactorily in current Trainer Role with zero writeups in the prior 6 months.
* Must exhibit the Freddy’s Culture and is established as a Brand Protector.
* Has demonstrated a desire to move into higher levels of leadership at Freddy’s.
* Can be vouched for as a value-added addition to the leadership team in their store.
* Experience Required - Previous management experience - 1 Year or Trainer - 6 Months

**Physical Requirements:**

* Available a variety of hours to include evenings, nights and weekends.
* Ability to work up to 40 hours per week for full time
* Must be able to work up to a 10-hour shift while standing or walking to perform essential functions.
* Will be required to lift to forty pounds during the course of a workday.
* Must be able to communicate effectively with guests and team members to ensure the safety of individuals and guest needs.
* Will require bending, stooping, and occasional use of a ladder.
* Reasonable accommodation will be provided for those requiring assistance.

**Benefits:**

* Opportunities for continued advancement to Assistant Manager.
* Extensive on the job training.
* Vacation pay as described in the MLY Manager Handbook.

**Primary Responsibilities**

* Shift Running
  + Provides GREAT hospitality, and is frequently engaging Guests in the lobby
  + Ensures dining room and GPS areas stay clean without fail
  + Ensures Food Safety and Security Procedures are followed without fail
  + Prioritizes effectively and efficiently
  + Delegates effectively and efficiently
  + Monitors Team performance and engages in 30 second coaching opportunities when necessary
  + Completes Daily required checklists
  + Ensures store is set up for success before leaving with minimal errors
* Operational/Financial Performance
  + Monitor Labor
  + Monitor Food Cost, Portioning and Waste
  + Monitor Hospitality, Cleanliness, Quality, Speed of Service

**Primary Expectations**

* Works well under stress, does not let team “see them sweat”
* Exhibits charisma, and ability to motivate all Team Members
* Is high energy, and drives positivity each and every shift
* Leaves the bad days behind – consistently pleasant moods
* Has a great relationship with team, and is well-liked by Team Members?
* Is tactful in their critique of Team Members and fellow Managers
* Is polite and professional in tone and action
* Demonstrates ability to work well with all Team Members, especially low performers
* Exhibits great coaching and ability to train team
* Effectively shuts down drama, gossip, discontent among Team Members and even Managers
* Handles conflict appropriately and at the lowest level (not a whiner)
* Is a Brand Protector – truly cares about Freddy’s as a brand
* Exhibits mature, professional behavior, refrains from swearing, inappropriate conversation
* Demonstrates professional appearance and grooming habits – NEVER UNKEMPT
* Operates with minimal supervision, keeps team and self-busy throughout every shift
* Makes suggestions for improvement, asks good questions
* No transportation issues, availability meets the needs of the restaurant
* Eagerly demonstrates desire to learn and grow with Freddy’s