

Position Description: Assistant Manager

**Job Type:** Full-Time / 45-50 hours per week (determined by business needs)

**Salary:** Base $42,500 to $55,000/year

**Additional Compensatio**n: Bonuses

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

**Reports to:** General Manager

**Required Experience**

**Relevant Skills and History:**

* Successful history of Guest Service, Team Building and Development of People as a General Manager, or GM-Ready Assistant Manager at MLY Investments, LLC dba Freddy’s of Iowa.
* Aptitude toward Servant Leadership.
* Strong track record of People Development, with successful promotions to leadership positions within their team, and has trained MITs to standard.
* Has demonstrated the ability to Self-Manage, proven sufficiency in the management of their location with minimal oversight. Has taken on responsibilities in addition to their current duties in order to better the MLY Franchise.
* Is clearly Organized with a proclivity for systems and structures with a commitment to the Freddy’s Way.
* Consistently favorable Operational Performance and runs effective shifts.
* Adept in managing the business, with continued, above-standard, top line growth and bottom-line profitability.
* Strong attention to detail and quality standards while managing time and priorities efficiently. Is known to “Sweat the Small Stuff”.
* Must be performing satisfactorily in current Supervisor or Senior Shift Supervisor Role, with a suitable replacement for their current position.
* Must be a prime example of the Freddy’s Culture.
* Experience Required – 1 year as a Shift Supervisor, along with successful development in Senior Shift Supervisor role or 1 year previous AM experience & completion of AM-Ready checklist.

**Physical Requirements:**

* Available a variety of hours to include evenings, nights, and weekends.
* Ability to work 50+ hours per week as business dictates
* Must be able to work a 10- to 12-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 General Manager.
* Inclusion in Company-wide decision making.
* Vacation Pay as described in the MLY Manager Handbook.
* 4-Day Workweeks when business needs allow.

**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
  + Energetically Leads Team Members and Supervisors to achieve KPIs.
  + Accountable for development of all Team Members, Trainers, and Shift Supervisors
* Delegations
  + Capable of assuming 5 or more delegations at a time
  + One of these delegations should include Truck, Inventory, Training or Scheduling
  + Can effectively handle Truck Orders, Inventory, Managing AvT and thereby control Food Cost.
  + Can effectively handle the Sales & Labor Forecast, Master Schedule, and Hourly Schedule, and thereby control Labor Cost.
  + Capable of assuming GM duties in the absence of a GM

**Primary Expectations**

* Carries out Action Plans with vigor and follow-through.
* Has created Action Plans, delegated, and executed proper follow-up.
* Has no Cash-Handling Issues, exhibits proper cash-handling best practices 100% of the time.
* Understands and handles R&M issues as well as appropriate follow-up.
* Has shown they can “get the job done” regardless of day-to-day challenges.
* Has trained other Managers in areas the candidate has already mastered.
* 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
* Always professional while having fun at work.
* Champions our 3 Pillars of Cleanliness, Hospitality, and Quality.
* Holds Team Members accountable to all Freddy Factors
* Sets and holds the team accountable to the highest of standards
* 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