

Position Description: Multi-Unit Manager

**Job Type:** Full-Time / 50-60 hours per week (determined by business needs)

**Salary:** Base $50,000 to $55,000 /year

**Additional Compensatio**n: Bonuses

**Required Approval:** DOO & Operating Partner Sign-Off

**Required Experience**

**Relevant Skills and History:**

* Successful history of Guest Service, Team Building and Development of People as a General 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 GM 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 Contest Results.
* 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 General Manager Role.
* Must be a prime example of the Freddy’s Culture.
* Experience Required - General Manager: 1 year

**Physical Requirements:**

* Available a variety of hours to include evenings, nights and weekends.
* Ability to work 50-60 hours per week as business dictates (5 days scheduled in stores, 1 half-day to maintain administrative duties).
* Must be able to work a 10- to 12-hour shift while standing or walking to perform essential functions.
* Must be able to track and report the amount of Open/Lunch, Afternoon and Dinner/Close visits per store.
* Will be required to lift up 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 made to those requiring assistance.

**Benefits:**

* Opportunities for continued advancement to Director-level Roles.
* Inclusion in Company-wide decision making.
* Attendance and Participation in National Conferences such as the MUM Fly-In.
* Vacation pay as described in the MLY Manager Handbook.

**Daily Expectations for Performance:**

* Dialogue with General Managers & Assistant Managers to discuss the following:
  + Profitability
  + Core Team Development
  + Organization and Self-Management
  + Operational Excellence and Success in Store Contests
* Monitor Profitability
  + Review of Nightly Reports & Daily Sales Summary
  + Review of Labor Budgets w/ Necessary Adjustments
* Monitor Operational Excellence
  + Observe and Coach on Food Safety, Freddy Factors and the “Small Stuff”
  + Develop Core Team, Work Through Them
  + Store Organization and Use of Systems
    - Signage (Food Cost, Message Board, Best Practices, Guest Comments, etc.)
    - Checklist Use & Completion (to include Cleaning Calendar, Waste Log, Safe Log, etc.)
* Administrative
  + Participation in Manager Log
  + Communication of Local Events, Holidays and Weather
  + Various Reminders – Best Practices, LTOs, R&M, Waste Log etc.
  + Consistent, Timely Use of Email
* Promote the Freddy’s Culture
  + Upbeat and High Energy Visits
  + Generate Excitement about Freddy’s, Provide Positive Reinforcement
  + Develop a Culture of Fun with Accountability.

**Weekly Expectations for Performance:**

* Monitor Profitability
  + Review of Inventory, Waste Logs and Food Transfers
  + Review of Food & Paper Cost, Truck Orders
  + Review of Labor Budgets, S&L Forecasts & Schedules
  + Review GM Reports
* Monitor Operational Standards
  + Turnover & Retention
  + Complete and Thorough Execution of Training Program & Overall Freducation System
  + R&M and Project Completion
* Schedule Creation
  + Completed by Friday at 7pm, Posted on R365
  + Complete in 2-week Increments
  + Vary store visit times with early morning and late evening visits
    - Minimum of 2 Dinner Visits per store, per period
    - Minimum of 2 Weekend (Sat or Sun) visits per period, per store (vary for morning or evening)
  + Completion of 1 Inventory Validation per store per period (may be done in morning or evening)
  + Completion of 1 Cleanliness Evaluation per store per period
  + Completion of 1 Ecosure Critical Audit per store per period

**Periodical Expectations for Performance:**

* Various Accountability Measures
  + Schedule 1 Sit-In on Team Member Interviews per location, per quarter
  + Schedule 1 Sit-In on Team Member Onboarding & Orientation per location, per quarter
* Monitor Goal Progress
  + Contest Tracking (Food Safety, Cleanliness, Friendliness, MSR and SOS)
  + Annual Strategy
    - Training Program
    - Sales-Growth & Profitability
    - Operational Excellence
    - Marketing & LSM