

MANAGER ESSENTIALS FOR CHILI'S GRILL & BAR AT THE DIMOND CENTER:

Reports to: General Manager

Exempt Position, Full-Time

Part-time Manager is Non-Exempt

Primary Objective of Position:

The Manager is responsible for either opening or closing restaurant as assigned per schedule and all duties assigned to those procedures. The Manager is the individual that leads, coaches, develops and motivates the Team in the 4 Key Results: Team Members, Sales, Profits and Guests.

Qualification Standards required:

- Read and write English and interpret documents such as procedure manuals
- Must have current TAPS AND SERVESAFE CERTIFICATION
- 3 years of experience in the FOH and BOH restaurant industry
- 1 year in supervisory role and 1 year in management role
- High School Diploma
- Cash handling experience
- Knowledge and experience with a POS system
- Knowledge and experience with Microsoft Word/Office programs and internet
- Ability to speak effectively with customers and employees
- Stand/Walk 100% of shift
- Reaches, bends, and wipes frequently
- Lifts and carries up to 50lbs, up to 20 times per shift; places items on high shelves and in walk-in cooler and freezer
- Works in damp, hot work environment
- Works with open flame
- Uses sharps knives and utensils
- Use slicers and other kitchen machinery
- Ability to hold items with hands (knives, pans) for extended periods of times, with up to 5lbs weight
- The noise level in work environment is usually moderate to loud

Essential Duties and Responsibilities:

- Enforce and comply with Peppers North, LLC Team Member Handbook
- Ensure quality and delivery of the Brand Standards
- Assists GM with personnel decisions, hiring and onboarding materials
- Coordinates Team Member training
- Daily monitor of Team Member job performance, food and labor costs, operation of restaurant equipment; food and beverage preparation;
- BOH Food line checks
- Monthly inventory
- Process tip payouts
- Process comps or voids
- Manage cash drawers and petty cash
- Assume duties of an FOH or BOH position when needed
- Resolves customer complaints
- Assist in compliance of documentation in Team Member personnel files
- Communicate with GM regarding personnel issues, changes, needs
- Communicate with other Managers to ensure fluidity between shifts