



DETAILED JOB SUMMARY

STORE MANAGER

DEPARTMENT	Operations
REPORTS TO	Area Operations Manager
LOCATION	Assigned Store
FLSA STATUS	Non-exempt (hourly)
SHIFT WORKED	Monday through Sunday, Days and Nights
SALARY	\$20 - \$25 per hour

BRAND OVERVIEW

The journey to create amazing food at an incredible value started back in 2006 when Phillip and Michelle Chang had the idea to offer a self-serve frozen yogurt experience called Yogurtland. Now with more than 250 Yogurtland stores all over the world, this dynamic duo has set their hearts on creating and serving an alternative foodie experience with delicious sandwiches and offerings evolving around chicken and egg as the key ingredients. Phillip and Michelle's new brand 'Egg N Bird' is now open, providing the public with the high quality, delicious food at an amazing value.

POSITION OVERVIEW

As the Store Manager you ultimately manage the overall operation of the store and its financials, and will exercise discretion while doing so. It will be important to ensure company standards are met and all associates comply with policies and procedures. You will develop and ensure compliance with Corporate Store policies and procedures. The Store Manager will also understand all aspects of the restaurant and is able to step in and assist with all duties/positions when necessary. Ultimately you will uphold and execute the vision and mission of Egg n Bird and assist others in doing the same.

CULTURAL QUALIFICATIONS

- THTK - Totally Honest, Totally Kind
- Humble - modest, respectful and open
- Heart & Soul - passionate and totally committed
- Team Play - selfless and team first
- Imaginative - innovative, bold and whimsical

KEY METRICS

- Same Store Sales Increase.
- Food Cost.
- Labor Cost.
- Net Profit.

ESSENTIAL JOB FUNCTIONS

- Ensures accurate cash handling (bank deposits, safe deposits, etc.) and is accountable for **all** funds.
- Understanding of all restaurant roles and able to step in and assist with any position when necessary.
- Oversees all daily operations and ensures food is prepared on time and according to food safety regulations.
- Scheduling of Associates effectively and efficiently.
- Controls store operational cost (food, labor, etc.).
- Maintain adequate inventory levels.
- Delegate, lead and keep the staff organized before, during and after closing.
- Ensures all Associates adhere to all company standards, policies and procedures.
- Coordinates and communicates assignments throughout shift.
- Coordinates training, coaching and development of newly hired Associates.
- Ensures all Associates adhere to meal and break periods.
- Taste product to ensure quality standards are met.

- Is the “role-model” for outstanding customer service and overall Associate standards.
- Ensures cleanliness, health, security and safety standards are maintained at all times.
- Maintains building, machines and store operating equipment and schedules preventive maintenance.
- Conducts Associate meetings as needed.
- Maintains and creates reports and records based company standards and in compliance of local, state and federal regulations.
- Maintains a cooperative and interactive relationship with the Corporate office.
- Provides counseling, coaching, discipline and mentoring to Associates as warranted.
- Other job-related activities as requested.

CORE COMPETENCIES

- Ability to problem solve quickly and effectively.
- Effective customer service skills delivered with a friendly disposition.
- Ability to communicate clearly and concisely.
- Ability to actively listen and address Associates' concerns, comments and/or issues.
- Ability to lead others in always upholding company standards.
- Knowledge of staffing, scheduling and inventory processes.
- Internally motivated and able to motivate others.
- Ability to act independently and effectively.
- Knowledge of organizational and planning skills.
- Knowledge of team-building, leadership, coaching and mentoring skills.

OTHER REQUIREMENTS (LICENSES/CERTIFICATIONS)

- Some college or equivalent experience.
- Culinary or Restaurant Management certificate a plus.
- Restaurant leadership experience required.
- Proficient with MS Office Word and Excel programs.
- Valid California Food Handlers and/or ServSafe required prior to first day.

PHYSICAL REQUIREMENTS

Continuous (67-100%)	Walking, standing, hand use, cash register.
Frequent (34-66%)	Bending, neck flexion, twisting and lifting up to 25 lbs from shoulder to shoulder, carrying up to 25-40 lbs up to 100 feet, pushing and pulling, fine manipulation, firm grasping, reach above to below shoulder, key board.
Occasional (11-33%)	Squatting, climbing, kneeling, lifting up to 50 lbs from floor to shoulder, gross manipulation.
Seldom (1-10%)	Sitting, climbing, and lifting up to 10-25 lbs from floor to above head, lifting 26-50 lbs from waist to above head, carrying up to 50 lbs up to 200 feet, 10 key.

NOTES

1. AS AN ABSOLUTE CONDITION OF EMPLOYMENT, ASSOCIATE(S) ARE REQUIRED UPON HIRE, TO SIGN CERTAIN CONFIDENTIALITY, NON-DISCLOSURE, AND MEDIATION & ARBITRATION AGREEMENTS.
2. STATEMENTS CONTAINED HEREIN REFLECT GENERAL DETAILS AS NECESSARY TO DESCRIBE THE GENERAL FUNCTION(S) OF THE JOB, LEVEL OF KNOWLEDGE AND SKILL(S) TYPICALLY PREFERRED OR REQUIRED, AND SCOPE OF RESPONSIBILITY ENTAILED. STATEMENT(S) CONTAINED HEREIN SHOULD NOT BE CONSIDERED AN ALL-INCLUSIVE LISTING OF WORK REQUIREMENT(S) OR FUNCTION(S). ASSOCIATES(S) MAY PERFORM OTHER DUTIES, AS ASSIGNED, INCLUDING WORK IN OTHER FUNCTIONAL AREAS TO COVER ABSENCE(S), EQUALIZE PEAK WORK PERIODS, OR OTHERWISE BALANCE WORKLOAD(S).