

Job Title: Manager on Duty
Reports To: Operations Manager
Supervises: All on duty hourly staff

General Purpose of Position:

Working with the Operations Manager and the General Manager, the Manager on Duty is responsible for the facility management overseeing the functioning of the cash registers and supporting equipment, and all duties of the cashiers as well as all operational aspects of The Zone during their shift.

Managers on Duty are also responsible for ensuring the highest level of customer service throughout the Facility. A Manager on Duty is a role model and leader and must solve problems, make informed decisions and manage the facility wisely.

Tasks and Responsibilities:

- Assist and supervise the café attendants as well as act in this role when no attendant is on duty.
- Communicate all information to café attendants regarding special events and relevant changes to previous communications.
- Assist to expedite front lines, direct flow of customers, and ensure that each customer receives outstanding customer service by providing a friendly environment.
- Ensure that all transactions are processed accurately.
- Authorize and ensure validity of customer returns, exchanges, check authorizations, voids, and discretion discounts.
- Oversee compliance of café attendants with established Zone policies and standards, such as safekeeping of Company funds and property, personnel practices, security, sales and record-keeping procedures.
- Help solve problems that affect the service, efficiency, and productivity of the Facility.
- Any other tasks as assigned from time to time by the Operations Manager, General Manager, or Zone Directors.

Skills and Competencies:

- Ability to provide outstanding customer service.
- Ability to develop and train work force, build relationships, utilize skills of workforce most appropriately.
- Ability to manage facility operations effectively.
- Ability to process information/merchandise through computer system and register system.
- Ability to adjust priorities and manage time wisely in a fast-paced environment.
- Ability to communicate in a clear, concise, understandable manner, and listen attentively to others, understand materials, and provide instructions to all employees.
- Ability to operate all equipment necessary to perform the job.

Requirements:

- Ability to work a schedule that can include nights, weekends, and holidays.
- Managerial experience preferred.
- Strong interpersonal, communication, organization and follow-through skills.
- Minimum age of 21 to be able to serve beer in the café
- Obtain a food handlers license and beer servers license

