

Area Manager Job Description

Company Information

Organization Name: Asseff Enterprises LLC

Website: asseffenterprises.com

Hiring Manager Job Title: Owner

Job Level: Manager

Employment Status: Full-time Regular

Job Summary

The Area Manager coordinates and supports all activities within their assigned stores. Trains, coaches and supports managers. Plans and sets business goals. Focuses on in-store issues. Resolves customer complaints. Monitors and improves store cost controls and profitability measures.

Knowledge

- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Personnel and Human Resources** - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- **Production and Processing** - Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- **Education and Training** - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Mathematics** - Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Sales and Marketing** - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Skills

Basic Skills:

- **Active Learning**- Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening**- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking**- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Learning Strategies**- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

- **Mathematics-** Using mathematics for inventory, cash, and other controls
- **Monitoring-** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Reading Comprehension-** Understanding written sentences and paragraphs in work related documents.
- **Speaking-** Talking to others to convey information effectively.
- **Writing-** Communicating effectively in writing as appropriate for the needs of the business.

Social Skills:

- **Coordination-** Adjusting actions in relation to others' actions.
- **Instructing-** Teaching others how to do something.
- **Negotiation-** Bringing others together and trying to reconcile differences.
- **Service Orientation-** Actively looking for ways to help people.
- **Social Perceptiveness-** Being aware of others' reactions and understanding why they react as they do.

Complex Problem Solving-Skills:

- **Complex Problem-Solving-** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Technical Skills:

- **Equipment Maintenance-** Performing routine preventative maintenance and cleaning on equipment and determining when and what kind of maintenance is needed.
- **Operation and Control-** Controlling operations of equipment or systems.
- **Operation Monitoring-** Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Quality Control Analysis-** Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- **Troubleshooting-** Determining causes of operating errors and deciding what to do about it.

Systems Skills:

- **Judgment and Decision Making-** Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Systems Analysis-** Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Systems Evaluation-** Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Resource Management Skills:

- **Management of Financial Resources-** Determining how money will be spent to get the work done, and accounting for these expenditures.
- **Management of Personnel Resources-** Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Time Management-** Managing one's own time and the time of others.

Work Context

Communication - constant communication with store personnel, customers, other area managers, owners, and Subway corporate via email, text, phone, etc.

Responsibility for Others - responsible for all employees' actions, performance, etc. in stores that are assigned.

Conflictual Contact - resolving customer complaints and personnel issues is a major aspect of this job.

Work Setting - restaurant lobby, service areas, backroom prep/work areas, and offices.

Job Hazards - food preparation with slicers, potential slip hazards, working with/around bread ovens and toaster ovens and other potentially hazardous equipment, etc.

Physical - must be able to work any area of the restaurant when needed and to operate a computerized Point of Sale system/cash register (cashier). Position requires bending, standing, and walking most of the workday (except for occasional clerical work). Must have the ability to lift 10 pounds frequently and up to 50 pounds occasionally.

Work Attire - Area Managers will provide their own pants/shorts/skirt. Pants must be full length (to the ankle) or capri (below the knee), while shorts/skirts must be knee length. Pants/shorts/skirts must be solid black, solid tan, solid blue denim, or solid black denim. Footwear must be closed-toe, closed-back sneakers. Area Managers will be provided with free Subway logoed collared shirts by the company. These must be worn at all times when working inside Subway stores.

Primary Job Duties

- Area Managers are responsible for all store personnel, including hiring the best possible candidates for the available positions and overseeing the hires that store managers make
- Hire, train, and motivating store managers to maximize their abilities
- Monitor to make sure that store managers adequately staff their stores and review all weekly store schedules
- Ensure that store managers are doing their best to control food, labor, and other major costs at their stores
- Find the reason for high labor and/or food costs and provide solutions to help improve margins
- Monitor store personnel hours to prevent excessive hours worked (overtime) and high labor costs
- Focus and help store managers focus on the important aspects of operations that impact sales: fast service, friendly employees, fresh bread, store environment, thru put, food quality, cleanliness, and operation processes
- Perform weekly cash and inventory audits.
- Arrange for equipment/building maintenance and repairs
- Ensure that all company policies and procedures are followed at each of their stores
- Ensure that all stores are providing and serving customers food that meets all of Subway's standards of excellence, including monitored temperature controls and in date products
- Complete all required weekly paperwork and reports and to make sure the office receives all weekly and monthly materials:
- Mileage Logs
- Audits
- Self REVs
- REV Reviews
- Emailing sales and labor numbers weekly for their stores
- Review their stores' monthly folders before they're turned into the office
- Ensure stores are in compliance each quarter when Steritech and the Health Department do their quarterly inspections:
- REV Reviews fulfill any needs that the area manager is responsible for
- Ensure REV Ready Checklists are updated and used
- Follow up behind store managers to make sure all work orders that are needed are submitted
- Resolving customer complaints for their areas (including Subway Listens)
- Notify the office of major store problems, such as serious customer complaints, workers' comp incidents, missing money, missing product, serious personnel conflicts, theft, robberies, requests for donations, and equipment in need of repairs in a timely manner
- Monitor training processes to ensure quality training of all store personnel
- Ensure that correct operational procedures are followed and take corrective action if necessary
- Support local and national marketing initiatives
- Complete University of Subway® courses as directed and ensure staff completion of University of Subway® required courses
- Be available to respond to emergencies during and after work hours

Technology

Scheduling software

- LiveIQ Scheduling
- Subway Labor App

Communications software

- OurPeople App

Subway specific software/programs

- LiveIQ
- University of Subway
- The Feed
- Menu Manager
- Restaurant Management Portal (RMP)

Electronic mail software

- Google Mail
- Mozilla Thunderbird

Human resources software

- Paychex Flex
- PayActiv App

Inventory management software

- Subventory

Point of sale POS software

- Subway POS

Security software

- Subway Surveillance
- EZ 360 iQ

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word
- Word processing software

Additional Benefits

- Monthly Performance Bonuses
- Company-provided car (for work purposes)
- Company-provided cell phone