

# Assistant Manager Job Description

## Company Information

**Organization Name:** Asseff Enterprises LLC

**Website:** asseffenterprises.com

**Hiring Manager Job Title:** Store Manager

**Job Level:** Manager

**Employment Status:** Full-time Regular

**Locations:** Fort Smith, Van Buren, Alma, Greenwood, Mansfield, Booneville, Paris, Charleston, Russellville, Atkins, Clarksville, Dover, Dardanelle, Danville, Conway, Mayflower, Perryville, Mena, Waldron

## Job Summary

The Assistant Manager supervises restaurant staff and daily operations to ensure that food safety, product preparation, cleanliness and inventory control standards are maintained. Maintains standards of restaurant safety and security. Assists the Store Manager in hiring and training new Team Members. Assists the Store Manager in controlling food, labor, and other major costs. Helps maintain business records/paperwork for Subway and Asseff Enterprises. Exceptional customer service is a major component of this position.

## 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.

**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.

**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.

**Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, 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**

**Work Setting** - restaurant lobby, service areas, backroom prep/work areas, and office (on occasion).

**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** - Assistant 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. Assistant Managers will be provided with one free Subway Uniform when hired (additional can be purchased). The Subway Uniform components are an apron, name tag, and Subway-logoed shirt (available in short sleeve and long sleeve).

## **Primary Job Duties**

- Assistant Manager exhibits a cheerful and helpful manner while greeting guests and preparing their orders.
- Demonstrates a complete understanding of menu items and explains them to guests accurately.
- Upsell (deluxe, double meat, double cheese, footlong pro, etc.) all customers and enforce company upsell standards with staff personnel
- Uses Point of Sale system/cash register (cashier) to record the order and compute the amount of the bill. Collects payment from guests and makes change.
- Performs Cash-In Procedure- accounting for all forms of money, bread, etc., during the shift.
- Prepares food neatly, according to formula, and in a timely manner.
- Checks products in sandwich unit area and restocks items to ensure a sufficient supply throughout the shift.
- Understands and adheres to proper food handling, safety and sanitation standards during food preparation, service and clean up.
- Cleans and maintains all areas of the restaurant to promote a clean image.
- Arrange for equipment/building maintenance and repairs as needed
- Understands and adheres to the Wash, Rinse, and Sanitize method of cleaning.
- Understands and adheres to all quality standards, policies, formulas, and procedures as outlined in the Subway® *Operations Manual: Daily Procedures and the Asseff Enterprises' Employee Handbook*.
- Maintains a professional appearance and grooming standards as outlined in the Subway® *Operations Manual: Daily Procedures and the Asseff Enterprises' Employee Handbook*.
- Performs light paperwork duties as assigned and assists with product orders and inventory as needed.
- Count money and make bank deposits as needed.
- Completes University of Subway® courses as directed and ensure staff completion of University of Subway required courses.
- Monitor and ensure compliance with Steritech's quarterly Restaurant Excellence Visits (REVs).
- As needed, supervises food preparation to ensure that food safety and operations standards are maintained.
- Coordinates and supervises staff so that standards of cleanliness, operations, and customer service are maintained.
- Assigns, oversees, and evaluates work. Recommends promotion, transfer, or termination of team members. May conduct written and verbal staff evaluations.
- Assists the Store Manager in organizing and directing worker training programs and resolving personnel problems
- Assists the Store Manager in monitoring and controlling food, labor, and other major costs. Monitor and prevent overtime for all staff personnel including yourself.
- Assists the Store Manager in enforcing all company policies, standards, and procedures.

## **Technology**

### **Scheduling software**

- LiveIQ Scheduling
- Subway Labor App

### **Communications software**

- OurPeople App
- Subway specific software/programs
- LiveIQ
- University of Subway
- The Feed

### **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

**Additional Benefits**

- Monthly Performance Bonuses