

Multi-Unit Manager Job Description

Company Information

Organization Name: Asseff Enterprises LLC

Website: asseffenterprises.com

Hiring Manager Job Title: Area Manager

Job Level: Manager

Employment Status: Full-time Regular

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

Job Summary

The Multi-Unit Manager performs and directs overall restaurant management at the stores they oversee. Directs staff to ensure that food safety, product preparation, and cleanliness standards are maintained. Maintains standards of restaurant safety and security. Recruits, hires, and oversees training program for all stores' staff. Responsible for inventory and money control systems. Responsible for controlling food, labor, and other major costs. Maintains business records/paperwork. 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 - Multi-Unit 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. Multi-Unit 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

- Upsell (deluxe, double meat, double cheese, footlong pro, etc.) all customers and enforce company upsell standards with staff personnel
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Schedule staff hours and assign duties.
- Monitor and prevent overtime for all staff personnel including yourself
- Monitor compliance with health and fire regulations regarding food preparation and serving and building maintenance.
- Monitor and ensure compliance with Steritech's quarterly Restaurant Excellence Visits (REVs)
- Ensures that all local and national health and food safety codes are maintained, and company safety and security policies are followed.
- Establish standards for personnel performance and customer service.
- Review work procedures and operational problems to determine ways to improve service, performance, or safety.
- Maintain food and equipment inventories and keep inventory records.
- Organize and direct worker training programs, resolve personnel problems, hire new staff, evaluate employee performance, and terminate staff as needed
- Arrange for equipment/building maintenance and repairs
- Count money and make bank deposits.
- Maintain business records as outlined in the Subway® *Operations Manual: Daily Procedures*. Analyzes business records to increase sales.
- Analyze, monitor, and control food, labor, and other major costs
- Understands, adheres, and enforces all quality standards, policies, formulas, and procedures as outlined in the Subway® *Operations Manual: Daily Procedures and the Asseff Enterprises' Employee Handbook* are followed by all store personnel
- Support local and national marketing initiatives.
- Completes 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

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

- Higher Base Pay (than Store Manager)
- Monthly Performances Bonuses for each store