

# Team Leader Job Description

## Company Information

**Organization Name:** Asseff Enterprises LLC

**Website:** asseffenterprises.com

**Hiring Manager Job Title:** Store Manager

**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 Team Leader supervises the operations of a shift to ensure that food safety, product preparation, cleanliness and inventory control standards are maintained. This may include scheduling and supervising staff. 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.

## 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.

## **Resource Management Skills:**

- **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** - Team Leaders 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. Team Leaders 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**

- Team Leader 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.
- Trains newer or less experienced Team Members.

- 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**

### **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

### **Point of sale POS software**

- Subway POS