



POP ROC BACK OF HOUSE LEAD

SUMMARY

POP ROC provides casual dining with an emphasis on experience. We are a fun place where everyone can participate, learn, and experience pop culture of the past, present, and future in a safe and exciting atmosphere. We consider ourselves a variant in the world, a place that is rare, unique, and special. Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

The POP ROC Back of House Lead (BOHL) completes a variety of creative, organizational and leadership tasks to ensure the kitchen runs optimally and our guests' meals are exceptional. The BOHL is passionate about pop culture and service while sharing our core values of fun, creativity, safety, and community. This person must be ServSafe Food Manager certified in addition to having kitchen management experience. The BOHL has a passion for cooking and uses their leadership to enforce quality food production. They also consider themselves creative in the kitchen and are pumped up to test out fresh culinary ideas to engage and keep our community excited to dine with us.

The BOHL is responsible for leading the back of house staff, as well as serving as part of the kitchen staff. This is to ensure guests are consistently receiving the best possible experience, and the kitchen staff meet or exceed their sales goals. The BOHL is responsible to help build an extraordinary back of house team, ensuring they are well-trained and consistently supported. They should possess an innate passion for food, beverage, and hospitality and are intrinsically motivated. They are extremely detail-oriented, possess strong leadership skills, exhibit impeccable guest service, thrive under pressure, and have the ability to problem-solve and address issues with those they supervise.

The BOHL has the overall responsibility for directing the daily operations of the kitchen, ensuring compliance with company, local and state health standards in all areas of operation. These areas include product preparation and delivery, guest relations, kitchen maintenance, effective flow, inventory management, team management, recruiting, hiring, developing, termination and retention of team members, financial accountability, and ensuring that the highest quality products and services are delivered to each guest. They serve as part of the Leadership Team, working closely with the General Manager and the Front of the House Lead.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work with Front of House Lead to ensure open communication between departments and that operations run smoothly and guests receive a great experience.
- Maintain proper hygiene, a positive disposition, and appropriate restaurant attire and appearance in accordance with NYS health and safety regulations.
- Developing and documenting unique recipes and cuisine appropriate menu items, including measuring, process and plating.
- Collaborating with the General Manager and Front of House Lead to set item prices.

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- Staying current on developing trends in the restaurant as well as, food & beverage industries.
- Maintaining the kitchen and surrounding areas in conditions that meet the company standards and health code regulations.
- Fields guest complaints and addresses issues in a positive manner when they arise.
- Monitoring inventory and purchasing supplies and food from approved vendors.
- Developing and implementing guidelines for employee evaluations, recruitment, and promotion.
- Managing performance of team members, including conducting performance evaluations, training.
- Help foster positive relationships within the community in an effort for POP ROC to better serve the community inside and outside the cafe.
- Keep the kitchen stocked with inventory and supplies needed for meals including meat and produce, takeout containers, garnishes, syrups, sauces, clean dishes, etc.
- Keep the counters and equipment clean by sanitizing surfaces, sweeping and mopping all floors, removing soiled dishes and glassware, scrubbing coolers and storage areas, and emptying trash and recycling receptacles.
- Assisting and directing kitchen staff in meal preparation, creation, plating and delivery.
- Identifying and introducing new culinary techniques.
- Preparing meals and completing prep support as needed.
- Identifying and targeting areas in which the company can improve operations.
- Controls day-to-day operations by scheduling and developing the kitchen team members.
- Controls profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.
- Ensures a safe working and guest experience environment by facilitating safe work behaviors of the team.
- Driving sales and guest satisfaction to meet or exceed sales goals.
- Maintains fast, accurate service, positive guest relations, and ensures products are consistent with company quality standards.
- Ensures food quality and guest satisfaction.
- Availability to work within opening hours and at times, during closed hours to complete leadership tasks such as inventory, reviews, and product research and development. (e.g. evenings, holidays, weekends)
- Ability to travel to meet with potential food suppliers and check the quality of their produce.
- Working as part of a fun, high-energy team.
- Adhering to all food safety regulations and quality controls.
- Keep abreast of food trends, pop culture news and trends.
- Participate in planning and execution of in-house and/or catered events.
- Adhere to core values and company policies at all times.
- Available to attend team meetings to keep feedback loop going, increase efficiency to build company sustainability, and hold each other accountable.
- Responsible for clocking in and out for shift

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JOB TYPE

Up to 40 hours per week *Subject to change according to business needs

COMPENSATION

\$18/hour

REPORT TO

- General Manager

EDUCATION/EXPERIENCE

- High School diploma or equivalent is required.
- 2 years experience in the culinary, food and beverage, or related professional area or 2-year degree from an accredited university in Culinary Arts, Hotel and Restaurant Management, or related major.
- ServSafe Food Manager Certification.
- Proven track record of leadership and managerial skills while providing exceptional customer service is required.
- Expert knowledge of the POP ROC's culinary culture.
- Ability to handle a fast-paced and high pressured work environment
- Advanced culinary skills including developing unique recipes, food preparation, flavor pairings and other cooking best practices.
- Current knowledge of trends in the restaurant industry.
- In-depth knowledge of federal, state and local food handling regulations.
- Comfortable training, directing and supervising kitchen staff.
- Excellent time management, organization and attention to detail skills required.
- Solid references.

SUPERVISORY RESPONSIBILITIES

- This position requires supervisory responsibilities of the kitchen staff including Cooks and Back of House Support. This position also requires exceptional leadership skills, including motivation and goal-setting.

LANGUAGE ABILITY

- This position requires excellent listening skills, as well as written, verbal and group communication skills.

MATH ABILITY

- This position requires intermediate math skills. Understanding product value, profit margins, inventory management, measuring ingredients, and the ability to meet sales goals is required.

REASONING ABILITY

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- This position requires problem-solving and decision making skills, and the ability to be flexible and adapt in any situation.

COMPUTER SKILLS

- Must be proficient with the use of the internet and Social Media savvy.
- Must be proficient in Gmail, Google Calendar, Google Docs, Google Sheets, Google Slides, and other appropriate software.
- Previous experience using restaurant point of sale tools such as Square a plus.

PHYSICAL DEMANDS

- Ability to move, bend, and stand.
- Ability to lift boxes up to 50 pounds.
- The use of hands and arms to reach for, grasp and manipulate objects is required.
- Ability to work in front of a computer for extended periods of time.
- Finding appropriate solutions to lifting and moving more than 50lbs when necessary.

MISSION & FOCUS

- Our mission is to share joy through food, service and experiences. Our core focus is serving our community both inside and outside of the cafe.

VISION

- Become a leader in the food service industry as an advocate for our community.
- Work with and help shape the next generation of community leaders.
- Become nationally recognized as a popular culture destination.

CORE VALUES

- **Creativity** - We foster an environment where we believe all things are possible.
- **Safety** - Be a safe environment where people feel welcome, comfortable, and included.
- **Community** - Build relationships within our community to make a positive difference.
- **Fun** - Create an experience that is desirable and enjoyable for everyone.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.

It is the policy of POP ROC to provide equal employment opportunity (EEO) to all persons regardless of race, age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, pregnancy, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, veteran status, or any other characteristic protected by federal, state or local law. In addition, POP ROC will provide reasonable accommodations for qualified individuals with disabilities.