



## **POP ROC GENERAL MANAGER**

### **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 General Manager's (GMs) primary job is to proactively lead the venue forward in a positive direction. This person must be ServSafe Food Manager certified in addition to having restaurant/fast paced hospitality management experience. They must do their best to ensure the safety of the venue, our staff and our guests at all times. They are responsible for building, training and maintaining a high-quality hospitality staff. The GM maintains the daily appearances and operations of the venue and is responsible for the design and execution of appropriate food and beverage programs for their location and demographic. The GM fosters relationships with clients and neighbors, connecting the venue with the surrounding community and continually works to increase sales and profits through critical analysis and adjustments to past performance. It is ultimately the responsibility of the General Manager to ensure the success of the venue in every way (Operations/Development/Human Relations/Finance)

### **VENUE LEADERSHIP RESPONSIBILITIES**

- Demonstrate strong internal communication to optimize quality of service, business growth, and guest satisfaction
- Attend weekly GM/Owner meetings
- Collaborate with the venue's Management to strengthen and support one another's programs
- Schedule and conduct a weekly Administrative and Managers meeting for the venue
- Create and implement a weekly operations & maintenance schedule to provide venue stability
- Venue organization and systems implementation
- POS programming and report preparation for department Managers
- Final approval of scheduling from Kitchen, Bar and FOH Managers
- Staff Management including staff communication, discipline and participation in hiring
- Inventory and pour cost/food cost oversight
- Inventory purchasing strategy and oversight
- Sales and profit analysis and optimization
- Payroll preparation and submission
- Weekly invoice & note preparation and submission to AP
- Weekly errands – (bank, etc.)
- Project punch-list creation and management
- Oversight of maintenance and repairs
- Final oversight of the reservation book/correlating staffing demands
- Special event coordination
- Oversight and development of the venue's Social Media program

*UPDATED MAY 08 2023*



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- Updating online platforms as changes arise for menu items and other inventory items
- Develop and maintain positive vendor relationships and partnerships
- Contribution to the growth, hospitality and community relevance of the venue

### **DAILY RESPONSIBILITIES**

- Cash closeout and preparation of bank deposits.
- Filing of paperwork associated with closeout
- Check the venue voicemail/return messages as needed
- Inspect the venue to ensure cleanliness, presentation and stocking standards
- inspect for damage and maintenance issues
- Availability via email to the venue staff
- Availability via text message and phone to the Owner and Management team
- Prompt and professional email Correspondence with staff and clients

### **JOB TYPE**

- Full-time

### **COMPENSATION**

- Salary

### **REPORT TO**

- Owner

### **SUPERVISORY RESPONSIBILITIES**

- Venue's Managerial team
- All venue employees

### **EDUCATION/EXPERIENCE**

- High School Diploma or equivalent.
- 1+ years management or supervisory experience in a restaurant, hotel, retail or general business required.
- ServSafe Food Manager Certification.
- 2 years experience in the culinary, food and beverage, or related professional area or a 2 year degree from an accredited university in Culinary Arts, Hotel and Restaurant Management, or related major.
- Proven track record of leadership and managerial skills while providing exceptional customer service is required.
- Knowledge of menu items and ingredients with the ability to develop unique recipes.
- Current knowledge of trends in the restaurant industry.
- In-depth knowledge of federal, state and local food handling regulations.
- Comfortable training, directing and supervising restaurant staff.

*UPDATED MAY 08 2023*



## POP ROC GENERAL MANAGER

- Excellent time management, organization and attention to detail skills required.
- Solid references.

### 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. Must have analytical skills to evaluate data and make operational decisions.

### REASONING ABILITY

- This position requires problem-solving and decision making skills, and the ability to be flexible and adapt in any situation such as handling fast-paced situations with coworkers and guests calmly and rationally.

### COMPUTER SKILLS

- Must be proficient with the use of the internet.
- 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.



## POP ROC GENERAL MANAGER

- **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.

*Note: Nothing in this job specification restricts the rights of Management to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.*

*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, 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.*