

ASSISTANT GENERAL MANAGER

Department: Operations
Reports to: Restaurant General Manager (RGM)
Employment Type: Hourly, Non-Exempt
Work Location: On-Site at Assigned Restaurant Location(s)

POSITION SUMMARY:

The Assistant General Manager (AGM) is the right hand to the RGM and plays a vital role in the successful daily operations and overall management of the restaurant. This position ensures excellence in guest service, food quality, and cleanliness while leading and motivating staff to achieve operational goals. The AGM models company and brand standards, leading by example to ensure that every shift runs smoothly. They also will work closely with the RGM to support team development and ensure effective staff coordination and adherence to all company policies and procedures. The AGM is a results-driven leader who thrives in a fast-paced environment and is committed to delivering operational and people excellence in line with our core values: Positive Energy, Accountability, Recognition, and Servant Leadership. This is a key leadership role for individuals who are looking to grow into management.

DUTIES & RESPONSIBILITIES:

- **Leadership & Staff Development:**
 - Support the RGM in building and developing a high-performance team.
 - Train, coach, and mentor team members and Shift Leaders (SL) to ensure consistency and execution.
 - Help manage staffing levels, schedules, and shift coverage to support restaurant demands.
 - Lead pre-shift meetings and communicate key updates, expectations, and goals as needed.
 - Promote a positive team culture by modeling servant leadership and creating a safe and welcoming environment for all.
 - Lead by example, demonstrating professionalism, punctuality, and a positive attitude.
 - Work alongside the RGM to solve operational issues and improve team performance.
- **Guest Experience:**
 - Ensure exceptional customer service is consistently delivered to guests.
 - Ensure daily operations are executed to brand and safety standards.
 - Manage shift execution including speed, accuracy, cleanliness, and hospitality.
 - Conduct customer satisfaction walks; proactively address guest concerns, special requests, or service issues with professionalism, urgency, and care.

- Ensure the restaurant is always clean, organized, and guest-ready.
- Support local marketing and community initiatives when directed by the RGM.
- **Daily Operations Management:**
 - Assist in overseeing daily restaurant operations, ensuring smooth and efficient service; serve as the Manager-in-Charge (MIC) in the absence of the RGM.
 - Partners with the RGM to manage inventory, assist with ordering supplies, and help maintain food cost controls.
 - Monitor and ensure food quality, portion sizes, and presentation meet company and brand standards.
 - Ensure adherence to food safety, hygiene, and sanitation standards in all areas of the restaurant.
 - Ensure all stations are staffed, operational checklists and daily audits are completed, and shift goals are met.
- **Financial Responsibilities & Inventory Control:**
 - Assist with managing labor costs, food cost, and inventory controls to ensure profitability.
 - Monitor and record inventory; execute ordering and waste tracking processes.
 - Handle cash accountability (if applicable) and POS procedures during shifts.
 - Support the RGM in preparing reports, analyzing performance metrics, and driving profitability.

KEY COMPETENCIES:

- Positive Energy: Inspires and uplifts others with a can-do attitude and approachable demeanor.
- Accountability: Takes ownership of responsibilities, outcomes, and guest experiences.
- Recognition: Encourages and celebrates team accomplishments to drive morale.
- Servant Leadership: Supports and empowers others by leading with humility and purpose.
- Team Leadership: Builds trust and guides others with clarity and consistency.
- Decision-Making: Responds quickly and appropriately to unexpected challenges.
- Guest Focus: Keeps guest satisfaction at the center of all decisions and priorities.
- Time Management: Juggles priorities while maintaining high standards and operational flow.

SKILLS & QUALIFICATIONS:

- Must be at least 18 years old.
- High school diploma or equivalent required; degree in Hospitality Management or related field is a plus.
- At least 1 year experience in restaurant management or a related role, with a proven track record of leadership and successful operations required.

- Must have or be willing to obtain any required food handler's certification for respective state/local area.
- Basic computer skills required.
- Must be able to fluently speak, write, and understand English.
- Must be able to successfully pass a background check.
- Strong leadership, organizational, and interpersonal skills.
- Excellent customer service and communication abilities.
- Ability to multitask and work effectively in a fast-paced environment.
- Basic knowledge of budgeting, labor management, and cost control.
- Ability to manage conflict and problem-solve effectively.
- Knowledge of health/food safety, restaurant operations, and customer service principles.
- Must possess desire for career development.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Must be able to work at least 40 hours per week and across nights, weekends, and holidays as business needs dictate.
- Fast-paced, guest-facing environment requiring multitasking and frequent decision-making.
- Must be able to stand and walk for extended periods (8+ hours per shift).
- Must be able to lift, carry, and move up to 50 lbs.
- May be exposed to heat, cold, cleaning chemicals, and sharp kitchen equipment.

COMPENSATION & BENEFITS:

- Hourly wage (specific rate depends on experience and location).
- Opportunities for career growth and advancement to RGM or other roles.
- Employee meal discounts and team recognition programs.
- Full-time employees may also be eligible for, paid time off, health benefits, or other incentives.