

SENIOR RESTAURANT GENERAL MANAGER

Department: Operations
Reports to: Area Coach (AC)/ Director, Operations (DO)
Employment Type: Salary, Exempt
Work Location: On-Site at Assigned Restaurant Location(s)

POSITION SUMMARY:

The Senior Restaurant General Manager (S-RGM) is responsible for the total performance of a high-volume restaurant and plays a key leadership role in supporting the broader operational area. This position is held by a proven leader who consistently delivers top results in guest satisfaction, team development, and financial performance. In addition to managing their own store, the S-RGM serves as a resource for peer Restaurant General Managers (RGMs) and is a partner to the AC in driving regional goals. They are responsible for fostering a culture of excellence rooted in our core values: Positive Energy, Accountability, Recognition, and Servant Leadership. The ideal candidate is a results-driven strategic thinker, inspiring leader, hands-on operator, and tireless champion of guest satisfaction and team development.

DUTIES & RESPONSIBILITIES:

- **Leadership & Development:**
 - Recruit, hire, train, and retain top talent in a high-performing restaurant.
 - Mentor and coach Assistant General Managers (AGMs), Shift Leaders (SLs) and Team Members (TMs) for growth.
 - Provide hands-on training support to new RGMs (if assigned as a training site).
 - Lead performance reviews and succession & development plans.
 - Ensure compliance with all company policies, procedures, and safety standards.
 - Foster a positive work culture, spread joy, and maintain high morale among staff.
 - Promptly resolve conflicts and handle employee relations issues as they arise.
 - Provide regular coaching, feedback, and recognition to grow team members and ensure operational excellence.
 - Manage promotions, corrective actions, and other store-level employment-related changes.
 - Foster a team-oriented environment with open communication and accountability.
 - Lead by example to model and always promote company core values and brand standards.
- **Daily Operations Management:**
 - Oversee daily operations of a high-performing restaurant.
 - Manage daily and weekly inventory, order supplies, and manage food cost control strategies.
 - Maintain high standards in food quality, safety, and cleanliness.
 - Complete weekly schedules.
 - Ensure excellent customer service and guest satisfaction by completing customer satisfaction walks during peak and non-peak hours and resolving guest and team complaints/feedback promptly & professionally.

- Ensure the restaurant is always guest-ready — clean, well-stocked, and properly staffed.
- Ensure compliance with all health, safety, and company policies.
- **Financial & Business Performance:**
 - Manage the restaurant's P&L, budget, and key performance metrics including labor, food cost, and operational efficiency.
 - Analyze and act on financial reports to improve performance.
 - Achieve or exceed sales goals and P&L targets.
 - Oversee cash handling and deposits (if applicable), processing transactions, and maintaining accurate financial records.
 - Partner with AC to develop and execute action plans to improve sales, profitability, and operational efficiency.
 - Monitor inventory, ordering, and waste control practices to maintain cost-effective operations.
- **Regional Support & Influence:**
 - Assist the AC with operational rollouts, staff development, or troubleshooting at other locations.
 - Provide guidance and mentorship to other RGMs as needed.
 - Serve as acting AC in their absence when requested.
 - Support new restaurant openings or remodeling projects.
- **Marketing & Community Engagement:**
 - Implement marketing strategies to promote the restaurant within the local community.
 - Build and maintain relationships with customers, vendors, and the community.
 - Participate in local or regional events to increase brand visibility and grow the customer base.
- **Compliance & Administration:**
 - Ensure compliance with all local, state, & federal regulations, including health & safety laws.
 - Conduct regular audits of restaurant operations to ensure compliance and efficiency.

KEY COMPETENCIES:

- Positive Energy: Demonstrates a consistently optimistic, enthusiastic, and solutions-oriented mindset.
- Accountability: Owns decisions and outcomes; inspires team accountability through example and expectation.
- Recognition: Celebrates team wins and individual achievements; builds a culture of appreciation.
- Servant Leadership: Leads with empathy, humility, and a commitment to developing others.
- Business Acumen: Understands restaurant P&L, KPI drivers, cost management, and goal setting.
- Communication: Delivers clear, honest, and motivating messages to team and leadership.
- Time Management: Effectively prioritizes tasks and balances competing demands in a fast-paced environment.

- Operational Discipline: Executes brand standards with consistency and attention to detail.

SKILLS & QUALIFICATIONS:

- Must be at least 21 years old.
- High school diploma or equivalent required; a degree in hospitality management or business is preferred.
- At least 5-7 years of progressive restaurant management experience or a related role.
- Proven track record of leading high-volume and high-performance teams.
- Strong understanding of restaurant P&L, labor management, and food cost controls.
- Excellent communication, leadership, and coaching skills.
- Ability to lead by example and foster a culture of accountability & performance.
- Availability to support multiple locations as needed.
- Strong understanding of health/food safety, restaurant operations, and customer service principles.
- Ability to handle high-pressure situations.
- Must have or be willing to obtain any required food handler's certification for respective state/local area.
- Must be able to fluently speak, write, and understand English.
- Must possess a valid driver's license.
- Must be able to successfully pass a background check and Motor Vehicle Report (MVR).

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Must be able to work at least 50 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 (10+ 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.
- May be required to travel occasionally for meetings, training, or support.
- Ability to handle stressful situations and adapt quickly to changing conditions.

COMPENSATION & BENEFITS:

- Competitive salary and performance-based incentives
- Comprehensive health and wellness benefits
- Retirement plan with company match
- Paid time off (PTO)
- Opportunities for professional development and career advancement