

Public Smokehouse

Position Title: Store Manager

The Store Manager works closely with all staff to continually fulfill Goose's commitment to offering a carefully curated selection of fine foods along with exceptional front-line customer service.

As the leader of all retail operations, the ideal Store Manager has:

- at least two years experience in a food-related business such as a retail storefront or butchering, farming, cooking, etc.
- at least two years management experience in a business with top-line annual revenues of at least \$1 million
- a solid understanding of and demonstrated support for good, clean, and fair food
- excellent planning, problem-solving, and organizational skills
- excellent verbal and written communication skills
- excellent leadership and mentoring skills
- experience in event management
- experience with inventory management of a perishable product
- experience in eCommerce management
- proficient in basic computer skills

General Responsibilities

- Will uphold all general manager responsibilities
- Upholds and enforces quality standards and guest satisfaction of the Goose
- Reserves the right to use any means necessary within reason to ensure guest satisfaction
- Supervision and management of all operations within the store
- Keyholder with alarm code access
- Cash handling & safe access
- Scheduling of the entire team & labor management
- Manage product procurement, purchasing, and receiving
- POS/e-commerce knowledge and training

Purchasing and Receiving Responsibilities

- Check product displays, labels, and par levels
- Oversee and direct staff in retail product displays

- Places orders in accordance with budget and par levels
- Issue purchase orders and check deliveries against purchase orders
- Monitor and manage deliveries, product quality, and following up on corrections
- Curate product selection
- Rotate product selections in accordance with seasons, holidays, trends
- Oversee production rotation

Leadership Responsibilities

- Be a solid role model
- Encourage growth and education among associates
- Establish expectations for associates' performance
- Provide associates with periodic feedback and constructive criticism
- Hold associates accountable for expectations
- Be firm, fair, and consistent in management
- Be proactive rather than reactive
- Remain calm, cool, and collected at all times
- Oversee and work closely with Event coordinator
- Promptly and effectively handle employee discipline
- Schedule employees in accordance with budget and demands of business
- Confirm that associates are working their scheduled shifts
- Authority to handle circumstances that require immediate attention with associate issues:
 - o Call offs and replacements for call-offs
 - o Tardiness
 - o Failure to cooperate
 - o Inappropriate actions from associates towards guests or other associates

Product Responsibilities

- Ensure that products are being labeled, rotated, and stored correctly
- Direct staff in corrections for labeling and rotation
- Oversee development & execution of weekly seasonal features, specials, and promotions
- Adhere to advanced planning & communication guidelines for all specials, features, and promotions
- Research product information
- Train and taste staff on products
- Oversee the gathering of information necessary to feature products

Sanitation Responsibilities

- Required to be Serv Safe certified
- Uphold sanitation standards of the Public Smokehouse retail space, kitchen, smoker, and shipping area
- Assist health department with any questions in the event of an inspection

Minimum Required

- Average 45 hours per week
- Lead by example in uniform, personal hygiene, and attitude
- Lead by example in work ethic, customer service, and quality expectations

Compensation

Wage: \$40,000-\$45,000

Benefits: Eligible for health insurance and retirement plan after 90 days of employment

Discount: 30% Discount at Public Smokehouse

20% Discount at Goose the Market

Vacation: 2 weeks PTO + 2 personal days, activated after 180 days of employment