

General Manager Job Description

The General Manager (GM) at Coolbird Creamery & Cinnamon Roll Co. is responsible for ensuring the success of the team and managing day-to-day operations. The GM maintains daily schedules and established quality standards, including the coordination of the individual and collective efforts of staff. We are seeking a servant leader who understands the value and potential of a high-performance team of like-minded individuals. The GM must model speed, efficiency, self-motivation and have strong communication skills. The GM is responsible for creating a culture of service, kindness, patience and gratitude. Our culture is seen and felt by every customer. Our goal is to be day brighteners, selling phenomenal sweet treats.

Tasks and Competencies:

- Manages approximately 8-12 employees. Works alongside staff to assess, assign, oversee and encourage peak performance in a fun, friendly way.
- Bakes large volumes of product at a fast pace.
- Provides on-the-job 5-star customer service training for new employees.
- Cross train all staff on everything so they can operate the store alone during open shifts and maintain peak performance habits in the absence of the GM.
- Creates weekly schedules and maintains time cards.
- Prepares budgets for food, labor, equipment, direct costs, etc.
- Prepares bi-weekly payroll, quarterly inventories and quarterly profit and loss statements.
- Responsible for the ordering, receipt, storage and issuing of all food, labor, equipment, cleaning and paper supplies for the store to ensure a minimum loss from waste or theft.
- Forecasts food sales based on store history and community events that impact mall traffic.
- Estimates how much of each food item will be consumed each week and place orders to match.
- Ensures that equipment is safe and environment is sanitary.
- Maintains proper food handling, safety, and sanitation standards while preparing food, serving, and during clean-up.
- Operates a computerized point-of-sale register. Performs basic troubleshooting and escalates to owner if necessary.
- 2+ years of customer service experience required. Leadership experience is very beneficial.

Physical Requirements:

- Repetitive activities include bending low, reaching overhead, and scooping food items.
- Lifting 10lb tins of ice cream, 30lb boxes of bread and 50lb bags of sugar up and down stairs. This is a bi-level store with the sinks and walk-in freezer upstairs.
- Standing and walking for your entire shift. We sit on our break & stand for everything else.
- Completing cold and hot food preparation.
- Dishwashing by hand.