

Paul's Drive In Shift Manager Job Description

If you are passionate about food and ready to work hard and think fast while keeping a smile on your face, we would love to have you join our team. Working as a shift manager at our restaurant is the perfect way to start your career and gain valuable experience in customer service and food preparation. We value our employees and offer a positive and encouraging environment. You will enjoy fantastic benefits such as free meals, uniforms, and a flexible schedule as well as competitive pay.

Shift Managers are trained to perform all of the duties performed by the Crew Members, with additional responsibility for directing the daily operations of a restaurant in the Restaurant General Manager's absence, ensuring compliance with company standards in all areas of operation including product preparation and delivery, customer relations, restaurant maintenance, team management and other duties as required or assigned.

Job Responsibilities:

- Excels in performing all Crew Member tasks including: runner/frontline coordinator, order taker (counter and drive thru), grill operator, sandwich maker, fry station, drinks and cashier.
- Maintains fast accurate service, ensures an excellent customer experience, and makes sure all products are consistent with company standards.
- Leads Crew Members and directs all daily operations of the restaurant in the absence of the General Manager including supervising and training employees, opening and closing the store, ensuring all food preparation is complete, managing employee breaks and shift changes, and completing shift summary reports.
- Makes sure the restaurant is up to company standards with regards to cleanliness, neatness, and customer accessibility.
- Ensures that the Occupational Safety and Health Act, local health and safety codes, and company safety and security policies are followed.
- Uses the company cash register accurately and maintains proper control of company assets.
- Works as a team player to support other employees in completing their tasks.
- Motivates and coaches Crew Members, and assists in the training of new Crew Members.
- Offers friendly and expeditious customer service.
- Completes all other duties assigned as necessary

Job Skills & Qualifications

Required:

Must be at least 18 years old

Previous restaurant or cashier experience

Flexibility to work nights, weekends, and holidays

Ability to stand for long hours at a time and work in a fast-paced environment

Positive attitude and commitment to customer satisfaction

Preferred:

1 - 2 years of supervisory experience in a food service or environment

KCMO Food Handlers or Food Manager license