

THE CONGREGATION

DETROIT

General Manager Job Listing

Position Summary

Working in the retail store, General Manager provide courteous, knowledgeable outstanding customer service through excellent product knowledge and superior Manager skills. General Manager supports all sales efforts in the retail store through outstanding customer service, products prepared according to The Congregation's highest standards, and a commitment to quality in all the goods the company offers. The General Manager position works directly with the Owner and oversees all internal staff. Ample training will be provided for each department to assist with executing.

General Manager Job Responsibilities (in addition to daily department responsibilities):

- Act as liaison between team and owner. Lead monthly team meetings and communicate effectively to team.
- Opening/Closing procedures, including cash handling, balancing drawer and properly account for all cash on premises. Prepare daily cash deposits for pickup.
- Ensuring company policies are followed on a regular basis.
- Assisting customers whenever necessary. Resolving customer issues to their overall satisfaction.
- Maintaining an overall management style that follows company best practices.
- Providing leadership and direction to assistant manager and all employees. Working closely with the assistant manager to lead staff.
- Ensuring product quality and availability.
- Execute team performance reviews based on company policies. Taking disciplinary action when necessary, based on company policies. Execute team recruitment and dismissal processes.
- Publish weekly schedule based on companies scheduling policies.
- Overseeing inventory and placing orders on a daily basis. Minimizing waste and maximizing efficiency.
- Develop strategies to improve the customer experience and increase efficiency for the workplace.
- Ensuring that health, safety, and security rules are followed.
- Motivating employees and ensuring a focus on the mission.
- Maintaining merchandise and a visual plan.
- Maintaining store to standards, including stocking and cleaning. Communicate building maintenance issues/concerns/updates to owners.
- Monitor spending patterns including inventory and waste management.
- Completing tasks assigned by the owner accurately and efficiently.
- Cover for absent team members and assistant manager to ensure team is well supported at all times.
- Act as on-site contact for events taking place within the business.
- BONUS: Assist owner with marketing efforts for business.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to see, talk and hear.
- The employee frequently is required to stand, walk, sit; use hands to handle or feel; reach with hands and arms; and stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 50 pounds.
- At times, may require more than 40 hours per week to perform the essential duties of the position.
- Fine hand manipulation (keyboarding and register).

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Retail store environment.
- The noise level in the work environment is usually moderate.

General Manager Qualifications / Skills:

- Listening and Verbal communication
- Customer focus and Customer service
- Basic safety
- People skills
- Action oriented
- Organization
- Selling to customer needs
- Attendance

Education, Experience, and Licensing Requirements:

- High school diploma, GED, or equivalent preferred
- Prior restaurant, café or coffee shop experience a plus
- Familiarity with telephone, office, and point-of-sale software

Position: General Manager

Reports to: Owner

Typical Hours: FTE

Status: Salary; Non-Exempt Status

Please email cover letter and resume to work@thecongregationdetroit.com and list position title and location in the subject line