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| **Position Title:** Assistant General Manager (Exempt) | **Department:**Operational Manager |
|  **Reports to: General Managers** |
| **Job Summary** |
| The role of the Assistant General Manager is to oversee the theatre in every aspect through a team of functional managers and supervisors just as the General Manager does. This includes general management of operations, employees, and guest experience. Must possess leadership, management, organization, communications, and people-skills. Additionally, manages the Bar and Server staff. |
| **Essential Functions** |
| * Assists General Manager with administrative duties as assigned.
* Act in place of the GM, should GM be unavailable.
* Support managers in maintaining effective guest relations.
* Assist with injury and accident reports as needed for both employees and guests.
* Coach floor and department managers and holds them accountable; being present on the floor for managing and coaching on a daily basis and on weekend primes.
* Ensures inventory, food and beverage reports are accurate
* Assists with hourly pay-roll every two weeks.
* Ensures quality is maintained including service, food and beverage quality, maintenance and cleanliness.
* Assists with hiring, onboarding and disciplinary action.
* Holds managers accountable for culture, organization, maintenance and effective labor scheduling of departments, working to keep quality for controlling cost.
* Monitoring for possible fraud and embezzlement, notifying GM and owners if theft is suspected.
* Assisting with events coordination.
* Attending and assisting with weekly manager meetings
* Reviewing invoices, ensuring accuracy.
* Oversee safety of employees and guests.
* Assist GM with quarterly performance reviews of managers.
* Participates in employee discipline and terminations to ensure fairness and proper policy and procedure adherence.
* Conducts Hospitality classes and other training or coaching sessions as needed.
* Donation request
* Other duties as assigned

**Experience and Education:*** Title 4 and Food Handlers card
* Knowledge of modern filing and recordkeeping practices and procedures.
* Computer proficiency with Microsoft Office Suite software, G suite, word processing, email and spreadsheet applications.
* Ability to positively communicate and instruct team members, offering assistance in areas where they lack knowledge, skills or experience.
* Ability to balance the concepts of teamwork, guest service, and profitability.
* Must be able to work any shift, weekends, holidays and special events as needed.
* Must have employment eligibility in the U.S.
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| **Physical Requirements**1. Ability to stand 90% of workday and bend/ crouch for 10% of workday
2. Ability to multi-task and meet deadlines.
3. Lift 25 pounds at waist or shoulder level
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Employee Signature: Date: