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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. | |
| **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 | |

Employee Signature: Date: