



TACO BELL

JOB DESCRIPTION

JOB TITLE:	Senior Assistant Manager
DEPARTMENT/ SUPERVISOR:	Restaurant General Manager
JOB SCOPE:	<ul style="list-style-type: none"> Serves as the lead assistant to the Restaurant General Manager and provides additional management coverage of operating hours and direct supervision of operations in an individual unit Full responsibility for specific financial controls, crew training assignments, and the screening of prospective employees under the direction of the Restaurant General Manager Directly performs hands-on work to train employees, respond to customer service needs, or otherwise role model appropriate skills and behaviors in the restaurant Managers provide overall leadership; recognize and motivate members of the team, coach and train the team for operational excellence. Builds and Aligns store team. Senior Assistant Managers are expected to work a Customer Friendly schedule - Including peak periods – Available for all shifts Are Passionate about Living the MTB Core Values, Driving Customer Service, and Helping Others
POSITIONS SUPERVISED:	Assistant Manager(s), Shift Lead(s) and Restaurant Team Member(s)
JOB QUALIFICATIONS:	<ul style="list-style-type: none"> High School Diploma or GED preferred 1-3 years experience in either a food service or retail environment including Profit & Loss responsibility Basic business math and accounting skills Strong interpersonal and conflict resolution skills Good oral/written communication skills Strong analytical/decision-making skills Basic personal computer literacy One Source General Manager & Assistant Courses completed 100% with Work Withs Coded as an R1 on the Bench Plan by General Manager and Area Coach Available to work in other stores to gain knowledge and experience, minimum 1 day per period
CORE RESPONSIBILITIES:	<ul style="list-style-type: none"> Control day-to-day operations by scheduling labor, ordering food and supplies, fulfills all administrative functions and is key leader in developing the restaurant team. Utilizes insights from customer programs to help elevate the customer's experience and meet Taco Bell's customer satisfaction targets Assists Profit & Loss management by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions Ensure Occupational Safety and Health Act, local health and safety codes, and company safety and security policy are met. Ensure a safe working and customer experience environment by facilitating safe work behaviors of the team Supervises others efficiently and coordinates their work Principle trainer for new crew members, and conducts formal crew performance appraisals Ensure food quality and 100% customer satisfaction by focusing on all CORE metrics Participates in recruiting, interviewing, and hiring team members; conducts performance appraisals, takes disciplinary action, motivates and trains Lead by example - be a culture champion and live by Taco Bell HUNGRY principles: Hungry, Understanding, Never Follow, Grateful, Relentless, and Youthful
One Source Certification Required:	<ul style="list-style-type: none"> Complete - All One Source Training from Team through Assistant Manager Book and OTJ's. Complete Shift Lead Book – Course and OTJ's. MIC Certificating completed by Area Coach. Has completed all of knowledge on -MTB Process Check for Assistant Manager and General Manager from MTB Support Website.