



Position Description: Shift Supervisor

Non-exempt

Summary:

The primary responsibility of the Shift Supervisor is ensuring product quality and consistent service on the scheduled shift. As Shift Supervisor at Milio's Sandwiches, you will project a professional image to our guests and employees to create a positive and productive work environment. Assist the General Manager in shift running and basic operations of the store, this includes, but is not limited to: speed of service, accuracy of orders, quality of product, and friendly, courteous service of our guests.

Essential Functions:

- Assist in accomplishing the goals of the store set forth by the General Manager.
- Oversee all aspects of a shift, ensuring the accurate and timely production of product, service times and staffing.
- Create and maintain an atmosphere where the primary focus on the shift is to ensure guest satisfaction.
- Maintain good morale by maintaining a professional, positive atmosphere.
- Contribute to the achievement of established food and labor goals.
- Direct and delegate work to counter help and drivers to ensure an efficient operation during shift.
- Ensure informed communication with management and employees both verbally and utilizing the MOD Log.
- Ensure appropriate prep levels are maintained.
- Train hourly crewmembers.
- Follow operating procedures with regard to cash handling, ensure cash control by correcting errors, and watching for mistakes or theft.
- Check in and put away food and beverage deliveries as needed.
- Follow guidelines to complete daily administrative paperwork as needed and other paperwork as requested.
- Maintain and enforce Brand Standards during scheduled shifts.
- Respond to customer concerns in a timely and professional manner.
- Implement new programs, policies, or products in store on shift as introduced by the General Manager.
- Can only assist in deliveries if an MVR has been approved through the Home Office.
- Assist General Manager in producing an accurate inventory as delegated.
- Ensure that there are no situations in which sensitive materials and/or information are compromised.
- Assist with local store marketing, including but not limited to, dispersing door hangers, coupons, menus and samples.

Education/Experience Requirement:

- High School diploma or equivalent
- 1+ years experience working in quick service/restaurant
- 6 months supervisory experience
- Or additional years of education and experience may be substituted for each other, as determined by Human Resources

Knowledge, Skills and Abilities:

- Genuine interest to provide a positive guest experience
- Friendly, outgoing personality
- Ability to work well with others and encourage and create a positive work environment
- Ability to work in a fast-paced environment
- Dependable
- Strong communication skills and ability to handle stressful situations
- Ability to exercise good judgment, make sound decisions and have strong problem solving skills
- Basic math skills
- Menu knowledge
- Complete Tier 2 training

Uniform:

All employees are required to wear appropriate attire and maintain personal hygiene. *See Employee handbook for Personal Appearance and Uniform Standards.*

Physical requirements and work environment:

The nature of restaurant work requires the manager to possess certain physical abilities. Those listed here are representative of those that must be met by the employee to successfully perform this job. Most of the workday is spent standing or walking. Eye-hand coordination, depth perception, finger dexterity, and functional vision and speech perception are required. Some bending, crouching, pushing/pulling and lifting/lowering of 20-50 lbs. Some repetitive motions with hands, wrists, or arms. Must be able to operate all equipment used in the business. Some exposure to skin irritants, electrical equipment, and sharp instruments. Risk to these exposures is minimized by strict adherence to company standards, policies and procedures.

Acknowledgement

Please sign below to acknowledge that you understand the above responsibilities and requirements for the position you have been hired for.