

General Position Information: This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.		
DOL Overtime Status: <u>Exempt</u>	Pay Type: <u>Salaried</u>	Location: <u>Charter One</u>
Employment: <u>Regular Full-Time</u>	Base Pay \$ _ to \$ _ annually	Department: <u>Management</u>
Workers Comp Code: <u>9082</u>	Level: <u>Management</u>	Reports to: <u>General Manager/Asst. GM</u>
EEOC Class: 9- Service Worker	Benefit Class: (2)	Supervises: <u>Restaurant and Bar Staff</u>

Position Summary:
To support the restaurant's operation, maintaining established cost and quality standards so as to ensure superior service and maximize profits for the restaurant.

- Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)**
- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License*
 - High School Diploma or GED
 - Food Handler Certification
 - Additional education and training preferred
 - **Experience: (Type of work experience, min. number of years):**
 - Preferred minimum five years related experience and/or training.
 - **Technical or Administrative Knowledge:**
 - Operational knowledge of all phases of restaurant.
 - Ability to calculate figures and amounts such as discounts, proportions, and percentages.
 - Ability to solve practical problems and deal with a variety of variables in situations.
 - **Special Skills and/or Abilities:**
 - Ability to lead people and get results through others. Employee training and development.
 - Problem analysis and problem resolution at a functional level.
 - Excellent interpersonal/communication and customer service skills.
 - Maintains professional appearance and demeanor at all times.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:
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 that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- **Physical Requirements:** **Light:** Lifting 0-10 pds. **Moderate:** Lifting 0-25 pds. **Heavy:** Lifting 25+ pds.

G -Bending/stooping	G -Standing	G -Lifting	L -Color / Depth perception
G -Reaching above/below the waist	L -Kneeling	L -Taste/Smell	L -Fine hand & finger movements
G -Pushing/pulling movements	L -Sitting	L -Typing	O -Operate motor vehicle
L -Climbing stairs / ladders	M -Walking		M -Operate various equipment

- **Working Conditions and Schedules:**
 G - Interacting with co-workers, vendors, and customers.
 M - Hot/cold environment, subject to frequent odors, steam, wet, slippery conditions. Some chemical exposure.
 L - Risk of exposure to potentially infectious materials.
 L - Office machines, phones, fax, computers, postage meter, etc.
 G - Working environment: non-private, varies from office to restaurant to common areas, etc.
 G - Works nights, weekends and holidays.

- **Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
 Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Description (continued)

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Focuses on Company Mission Statement in all activities. Creates and maintains a guest first priority throughout the restaurant. Responds quickly to guest comments and takes corrective action when necessary. Creates and maintains a safe, secure environment for all guests.
- Ensures that all employees are provided with the necessary tools and equipment to productively perform their jobs. Creates and maintains a safe, secure environment for all employees.
- Maintains product and service quality standards by conducting ongoing evaluations and investigating complaints. Initiates corrective action.
- Adheres to budgeting guidelines as they relate to scheduling. All managers are required to use standard Charter One scheduling program.
- Participates in monthly inventory.
- Plans expenses in detail to correspond to approved revenues in line with expense and productivity standards.
- Supports a pro-active human resource function to ensure employee motivation, training and development, wage/benefit administration and compliance with established labor regulations.
- Maintains preventative maintenance programs to protect the physical assets of the restaurant.
- Investigates and resolves food quality and service complaints.
- Manages in compliance with established company policies and procedures.
- Manages in compliance with local, state, and federal laws and regulations.
- Supervises restaurant and bar staff.
- Ensures effective communication between management and employees. Builds team spirit.
- Prepares weekly schedule. Ensures minimum staffing requirements.
- Maintains a high personal visibility throughout the restaurant.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Attends meetings and training as requested.
- Others duties as assigned based on company needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____