



Assistant Manager/Operations Manager Job Description

Function:

Assistant Manager/Operations Manager is to assist in executing the vision/mission of Pizza Ranch in their individual Pizza Ranch. Key responsibility areas include team performance, increased sales and profitability, and the recruiting, development, training, and retention of quality team members.

Primary Responsibilities:

To your Team

- Assist the General Manager in staffing the Pizza Ranch with quality team members who are committed to high standards of performance and service.
- Create an environment of continuous improvement, teamwork, and a commitment to doing things right.
- Oversee/direct the Pizza Ranch employee training program for all new/existing team members.

To your Guests

- Respond to guest comments and criticism in a positive manner, viewing such as opportunities to build guest loyalty.
- Assist in creating an environment that consistently provides high levels of service to our guests.

To your Store Owner/Manager

- Maintain Pizza Ranch standards of store level profitability and cost control.
- Assist in duties such as scheduling, bookwork, and food orders as directed by the General Manager.

To the Pizza Ranch Family

- Follow standard operating procedures to assist in providing chain-wide consistency which will further strengthen the Pizza Ranch Brand.

Minimum Qualifications

- Education: High School graduate or equivalent. Course work in restaurant management preferred.
- Valid driver's license.
- Excellent people management skills, communication, and listening skills. Must be flexible and adaptable to change.
- Must be internally motivated and have a passion for teaching others.
- Must be able to work a flexible schedule including days, nights, weekends, and holidays.

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