

**Role Overview:****Role & Responsibilities Kitchen Supervisor (KS)**

The Kitchen Supervisor reports directly to the Operations Manager

35-40 hours/week | \$31/Hourly | Not tip-eligible | Overtime eligible | 5-10 hours per week off the floor doing admin work

Evening & weekend availability is a must

High quality health benefits (medical, dental & optometrist) covered at 100% for employee & 50% for spouse & dependents | Annual stipend for professional development

Responsible for maintaining daily operations of the kitchen, growing and empowering the BOH team, and always looking for innovative solutions to improve operational efficiency. The KS works very closely with the Leadership team in order to fully understand the strategic direction and objectives for each week, month, quarter, year, etc. This role is responsible for directly managing the BOH team, ensuring that all of their daily duties are completed on time and to standards, cultivating a positive environment for the entire team and making sure that we are serving the best food we can serve to our customers.

**Personal attributes required:**

- A natural leader that can stay calm under pressure
- Maintains a positive attitude and builds team morale through coaching
- Willingness to rollup sleeves and get “in the trenches” with the team
- Compassionate, empathetic, and passionate about understanding people’s needs
- Outgoing & sociable (likes to chat with people and build relationships)
- Attention to detail:
  - Ability to maintain awareness of overall operation while handling specific issues
- Desire to learn & grow
- Honesty & transparency
- Willingness to play the game the way we have designed it but also find ways to improve it to increase staff morale, retention and profits:
  - Commitment to improvement
- Knowledge of food prep and line cooking; proper food safety & handling;
  - Experience in the kitchen prepping and making food
- Ability to stand for long periods of time (8-12 hours)
  - Ability to lift 35-50 lb. cases and boxes on a periodic basis
  - Unusual / extensive hours: May be required to work long or unpredictable shifts. Work revolves around objectives, projects and priorities, not hours

**Job Experience Required:**

- Dedication to the hospitality & craft beer industry: Ideally have five years in the industry and at least two years of BOH experience. Priority will be given to those with supervisory or lead experience
- Extensive working knowledge of food
- Experience with financial reports: Easily navigate numbers to understand how to staff to optimize labor costs, analyze performance metrics
- Tech savvy: Understand the technology used to craft managerial reports, manage COGS, and optimize inventory tracking, while also maintaining an interest in new technology to improve operations
- Licensing and certifications: All necessary licenses and certifications needed to complete the job.
  - Knowledge of local and state regulations related to food service and health code compliance

- Knowledge of restaurant food service and preparation techniques and health and safety regulations.
- Bilingual (English/Spanish) highly preferred

**Responsibilities:**

Manage day-to-day activities for BOH operations; ensuring BOH team has adequate support and tools to perform their duties, using SOP checklists to ensure work is completed on time and to service level standards, such as:

- Work on the floor and be available to staff when applicable, building relationships with the team
- Serving on the line as needed
  - Support team by providing meal breaks and rest breaks
- Ensure all necessary supplies are ready and available to the BOH team, restocking as needed. This includes coordination with the Prep Lead to make sure weekly orders are submitted accurately and on time to make sure all produce and food items are ordered for a successful week of service.
- Coordinates with the Leadership Team to understand how to respond to customer inquiries about “¿Qué hay de nuevo?”
- Develop, implement, monitor and participate in sales and marketing strategies that result in meeting financial targets while building the Sueñito community & brand recognition
- Ensure all policies & procedures are followed and adhered to
  - Execute and coordinate pre-shift check-ins with other members of the Leadership team
  - Provide regular training sessions with BOH team to ensure they fully understand the policies and processes; administering quizzes / checks as needed
  - Ensure staff is performing opening & closing duties and review checklist to identify where extra training/coaching might be needed
- Work all different shifts throughout the month in order to fully understand the customer & kitchen dynamics and gather feedback from the team
- Ensure safe and secure environment at all times
  - Handle conflict resolution with employees, vendors, and others as needed. Document incident reports as needed
- Work with Ops Manager & Taproom Manager to ensure effective execution of all special events & food specials. It is the responsibility of the Leadership team to keep a calendar of brewery events and activities, and to develop additional events throughout the year.
- In coordination with the Prep Lead, work to find ways to make our customer food experience better and develop new recipes for food specials.

**Administrative & Management Duties include:**

- Hiring, training and managing BOH staff in coordination with OM
- Scheduling of BOH team and managing shift schedules
  - Coordinates with the Leadership team to understand how to plan shifts based on upcoming events schedule
  - Coordinate with the Leadership team to plan team building activities
  - Create monthly schedule based on events calendar
  - Publish schedule and communicate with BOH team
  - Manage any scheduling conflicts, no shows, call outs, etc.
- Keep track of kitchen inventory regularly
  - Keeping track of disposable materials for the BOH
  - Cleaning supplies for BOH

- Consumables
  - Weekly ordering for all food-related items
- Communicate all policy changes / updates to BOH team utilizing all methods of communication including Slack and in person during pre-shift check-ins and during regular shifts
- Standardize operations in the BOH through SOP documentation
  - Generate detailed descriptions of functions within the kitchen based on best practices and innovative solutions in the form of documentation
  - Coordinate with the Leadership team to review and implement new standard operating procedures as necessary
- Regularly check-in with Leadership team & kitchen team to maintain high morale and engagement
  - Address performance issues through review processes and determine coaching / mentoring needs to drive improvements
- Analyze daily, weekly, & monthly sales metrics
  - Data entry in spreadsheets for specific sales metrics & operations metrics
  - Review data to draw insights to identify improvements to grow sales and increase efficiency, reduce waste and mitigate losses
  - Propose possible solutions and prepare to test and analyze the outcomes

This is not an all-inclusive list of duties and responsibilities. Other responsibilities and duties may be assigned.