

JOB DESCRIPTION (updated 9.1.22)

Job Title: **Assistant General (AGM) Manager**

Departments: Operations

Reports To: General Manager

Summary

The Assistant General Manager (AGM) primary role is to assist the General Manager (GM) with operating the overall day to day operations. This does not exclude but may include the interview and hiring processes for positions such as servers, hosts, bussers, and bartenders. They also oversee, direct, and actively participate in the training of personnel in these positions.

Additionally, Assistant General Manager supervises the cleanliness and upkeep of the dining room and bowling lanes and guest contact areas, including restrooms and gaming, while also working closely with the Kitchen Manager to ensure smooth and efficient kitchen areas operations, including proper sanitation and adhering to food and beverage specs and standards. Finally, the Assistant General Manager supervises individual shifts, helping ensure that bowling and dining guests are served in a manner that meets the standards set by 810 Billiards & Bowling.

Essential Duties and Responsibilities include but not limited to the following:

- Check and maintain quality and speed of service.
- Oversee opening and closing shift procedures, any groups, promos, or special events.
- Resolve disputes or problems as they occur.
- Determine staffing needs based upon number of current & expected customers. Send staff home or call employees to come in as needed.
- Implement dynamic operational working procedures, to support the delivery of service excellence.
- Implement safe working practices to ensure safety of staff and customers.

Qualifications

- Minimum of a high school diploma or GED and be at least 21 years of age.
- Proficient in English
- Ability to stand on your feet for several hours
- Ability to lift at least 50 lbs
- Experience managing others

Skills

- Communication
- Teamwork Oriented
- Maintains a Good Energy Level
- Thorough and Organized
- Professional
- Punctual

- Ability to understand Microsoft Windows environment.
- Ability to operate POS register system.
- Ability to effectively present information in one-on-one and small group situations to Customers and Team Members.
- Ability to compute rate and percent.
- Must have excellent teamwork and interpersonal communication skills.
- Must be positive, courteous, energetic, and enthusiastic in all aspects of Customers and Team Member interactions.

Physical Demands

The physical demands described here are representative of those which must be met by a FOH Manager to successfully perform the essential functions of this job.

- While performing the duties of this job, the manager is regularly required to : stand, walk, stoop, kneel, crouch, or crawl; use hands to finger, handle, or feel; reach with hands and arms; climb and/or balance; regularly lift and/or move up to 50 pounds; talk and hear
- Specific vision abilities required by this job include distance vision and depth perception.

Disclaimer: This information describes the general nature and level of work performed by a Staff Member in this job. The description is not designed to be a comprehensive list of all duties, responsibilities, and qualifications required of a Staff Member in this job. Reasonable accommodations may be made to qualified disabled individuals for the performance of essential duties and responsibilities.