



# Job Description

Job Title: Manager Reports to: General Manager  
Salary Range: \$29K – 45K Last Revision Date: 2/22/2010  
Hour Requirements: 40-45 hours/ week including 35-40 hours shift management.

## SUMMARY

Manage the operational day-to-day activities of the facility. Plan and develop systems and procedures to improve the operating quality and efficiency of the facility. Supervise staff in accordance with company policies and procedures. Responsible for hiring, training, and coaching employees.

## PRIMARY RESPONSIBILITIES

1. Manage the operational and daily activities of the facility to include: staffing levels, customer satisfaction, security, facility sanitation, and maintenance.
2. Plan and develop systems and procedures to improve the operating quality and efficiency of the department.
3. Analyze and document business processes and problems. Develop solutions to enhance efficiencies.
4. Supervise staff of 20-35 employees in accordance with company policies and procedures.
5. Conduct interviews, hire new staff, and provide employee orientation.
6. Coach and provide career development advice to staff.
7. Establish employee goals and conduct employee performance reviews.
8. Establish and implement employee incentive program to increase employee motivation.
9. Responsible for staff scheduling to include: work assignments/rotations, employee training, employee vacations, employee breaks, overtime assignment, back-up for absent employees, and shift rotations.
10. Assist staff to resolve complex or out of policy operation problems.
11. Schedule and conduct staff meetings.
12. Responsible to meet staff productivity and quality goals.
13. Communicate with Supervisors, Managers, and Company President on daily operations.
14. Other duties as assigned.

## KNOWLEDGE AND SKILL REQUIREMENTS

1. Bachelor's Degree and two to five years of work experience which includes supervisory responsibility.
2. Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities.
3. Willingness to work a flexible schedule.
4. Strong organizational skills required.
5. Friendly outgoing personality with an understanding of customer service.

## WORKING CONDITIONS

Working conditions require standing/ moving for entire shift and operating in a noisy, often fast-paced environment. Position requires regularly scheduled weekend and/or evening work.