



## Assistant Operations Manager Job Description

### POSITION SUMMARY

Reports to the Operations Manager. Frontline and internal support position. Assists the Operations Manager on delegated projects. Responsible for maintaining frontline staff hiring and recruiting program with support of Operations team. Creates training schedule for all new staff in tandem with Operations Manager. Responsible for scheduling all staff required for events in tandem with Operations Manager. Acts as the primary point of contact for frontline service staff regarding all scheduling and individual inquiries related to Operations.

### CORE COMPETENCIES

- Exceptional written and verbal communications abilities
- Excellent email and computer skills, intermediate Excel skills required, Caterese experience preferred
- Effective multi-tasking and follow-up skills
- Solid problem-solving abilities
- Strong organization skills

### JOB RESPONSIBILITIES

- Aids the Operations Manager by completing projects delegated by Operations Manager
- Acts as Operations Manager when Operations Manager is not present, i.e. vacations, out sick, etc...
- Frontline service staff recruiting and hiring with support of Operations team
- Determines a project plan for creating hiring schedules, phone/in-person interviews and necessary training for frontline service staff
- Coordinates new hire training with Operations team support
- Determines areas of necessary training and further development of Event Staff
- Attends events to audit staff performance and service execution
- Works in tandem with the Operations Manager to hold service staff accountable, and provide coaching and counseling as needed
- Consistently schedules frontline service staff and event culinary staff one month in advance, Event Leads two months in advance in tandem with Operations Manager.
- Creates weekly Coordinator meeting schedule
- Responsible for tracking staff hours to minimize overtime and creates weekly labor cost reports
- Creates and maintains documented lines of communication with Event Leads and service staff establishing individual availability as well as "active status" requirements
- Provides staffing reports that forecast specific staff needs for future events to ensure they are staffed at optimal levels
- Attends BEO meetings
- Executes established procedures to effectively staff each event, including availability requirements, 72-hour response protocol, arriving late, or calling off for a shift
- Maintains a professional relationship with staffing agencies, ensuring all required documents are accurate and routed to Event Leads or Operations in a timely manner, i.e. temp staffing sheets, invoices, etc...

- Cross references staffing sheets, staffing grids, and event timelines for individual events ensuring correct arrival and departure times before the date of the event
- Continual email communication with service staff to create documented responses for accountability, as well as a continual accessibility via phone
- May be scheduled as an Event Services Manager, Event Lead or Event Expediter as dictated by business needs and the size and scope of events

## **JOB REQUIREMENTS**

### Education, Training & Experience:

- Minimum High School Diploma or equivalent
- Must have current Washington State Food Handler's Card prior to applying
- Must have current Washington Liquor Board Class 12 Mixologist Card prior to applying
- Ideally 3 years of management experience in catering services
- Minimum one-year staffing front and back of house experience
- Minimum one-year Caterese and Nowsta experience
- Minimum one-year Front of House experience
- Minimum one-year Back of House experience

### Work Environment:

- Business casual work environment
- Extended and varied work hours to meet business needs
- Be available on nights, weekends, and holidays
- Salary position
- Benefits: Medical, vision, life, dental, mileage reimbursement, sick time, paid time off

Salary: \$50,000 - \$54,000

Equal Employment Opportunity (EEO): It is the policy of Herban Feast Inc. that all employees and applicants be afforded equal opportunities in employment without regard to race, color, sex (including gender identity and gender stereotypes), national origin, religion, disability, or retaliation for engaging in an EEO protected activity. The Company prohibits discrimination or harassment based on any of these categories, as well as on age, genetic information, sexual orientation, marital status, status as a parent, military service, or any other bases protected under applicable local, state, or federal law.