



## Assistant General Manager Job Description

### WHO WE ARE

Alchemy Brands is a collection of wellness-inspired food concepts including fast casual cafés, prepared meals, and nutrition services. Our locations differ in menu and vibe depending on the neighborhood they're in. We aspire to redefine wellness by making functional, feel good food and nutrition education more accessible for all.

We use Alchemy as a platform to improve lives, celebrate eating, and unite people through service, education, and thoughtful food. Our vision is to build a collection of unique, best-in-class businesses while leading the creative forefront of the food and wellness industry.

### THE ROLE

The Assistant General Manager (AGM) is responsible for bringing our vision, mission and values alive while holistically overseeing operations at Alchemy. This includes being a point of contact for our service, product, people and processes.

The AGM is responsible for helping with recruiting, hiring, leading and developing the optimal team to achieve Alchemy goals. Our AGM must be goal-oriented, assertive and optimistic while approaching every situation with humility, curiosity and genuine care. Team inspiration, motivation and evaluation is an inside-job; our team truly relies on the Managers leading the way.

The AGM is responsible for exceptional customer service. This requires attention to detail, strong delegation skills between our front of house and back of house teams, strong time management, creative and timely problem-solving skills and the ability to inspire and motivate Alchemy's team to achieve.

At Alchemy, our management has the unique opportunity to guide our customer and team member experience while leading a true culinary-driven experience in the back of house. Our kitchen's skill and appreciation for innovative dishes will define both our customer's satisfaction and ability to achieve sales goals. The AGM will work closely with the Executive Team, Store Manager, and the team at Alchemy Kitchen to create meaningful relationships, drive hospitality and engage our community.

### RESPONSIBILITIES

- Live inspired and motivated to lead Alchemy's vision, mission and values
- Understand each team member's motivation to work at Alchemy; hold team members accountable to their job responsibilities, coach team members to develop, identify top performers and leaders, manifest their potential and train all team members according to their journey
- Meet or exceed quarterly and annual sales goals, execute additional objectives established by the Executive Team for improvement or innovation
- Consistently coach and engage team members to support a strong company culture with direction and purpose; ensure a safe, harassment-free workplace with positive team morale
- Recruit, interview, hire, train and evaluate managers and team members
- Manage all internal and external email and phone communications in a professional and timely manner

- Complete daily, weekly and monthly inventory counts to strategically order food and paper goods with respect to sales projections, catering, promotions, and seasonal changes
- Order and purchase food and paper goods based on inventory levels to achieve sales goals, cost of goods %, and prime cost goals
- Maintain waste and production logs for weekly food cost control
- Build schedules based on sales projections, achieve labor and prime cost goal, plan ahead to ensure successful shift execution based on season, sales and team member's availability
- Create effective shift plans and advise team member line-up to achieve maximum efficiency and timeliness
- Perform quarterly (at the minimum) performance evaluations for all team members, performing performance management, disciplinary or developmental evaluation as needed
- Accommodate unique customer needs and preferences for in-store service, catering, events and through external communications
- Effectively plan and lead weekly manager meetings to meet established company initiatives, communicate with Executive Team about critical notes and feedback to coach team
- Comply with and enforce high health code standards and cleanliness in accordance with Columbus Department of Health; ensure functionality of all equipment
- Obtain and maintain safe food handler certification

#### **QUALIFICATIONS**

- High school diploma and ServeSafe Certification
- Minimum 2 years' experience leading a food service business, minimum 3+ years restaurant experience
- Available 45 hours per week, with flexible schedule to include a combination of days, nights and weekends

#### **BENEFITS**

- Medical, dental, and vision health care benefits
- 10 days paid time off
- Paid maternity leave (6 weeks at 50% pay)
- (1) complimentary employee meal per shift
- 50% off at Alchemy and 25% off at all A&R restaurants
- 25% off Fitness Loft Membership
- Performance-based advancement opportunities at a young company