



JOB POSTING • DISTRICT MANAGER – BRITISH COLUMBIA

Purpose: The District Manager - BC provides operational, people and financial leadership and management of Trading Post Brewing's Eateries in British Columbia and Hawaii. As such, the leader ensures achievement of sales and budgetary targets; executes food and beverage product programs; drives and delivers exceptional customer experiences; establishes and maintains operational standards in compliance with government regulations, including health and safety; builds and preserves brand identity and integrity of all products and facilities; establishes and maintains performance standards; and coaches, develops and supports management team members.

As the leader, the District Manager, in support of the Food and Beverage Director, will formulate and communicate goals, develop and manage processes and policies, help provide solutions for day-to-day problems, facilitate and provide resources supporting the growth and development of all management and team members and the building of a strong culture. Establishes clear expectations, creates a culture of accountability to achieving results.

The District Manager is a hands-on operations role managing between 5-8 locations and is responsible for enthusiastically leading and motivating each Eatery Management Team, providing them with the tools, training, and follow-up necessary to provide the highest levels of customer service and ensuring that the team is performing their job responsibilities and are meeting expectations in all areas of their job descriptions.

Responsibilities, include but not limited to:

- Culture - Lives and leads company core values, vision and strategic plan.
- Ensures all team members in the district are trained, motivated, and empowered to deliver total guest satisfaction.
- Participates in and demonstrates leadership during Annual Goal Setting and Quarterly Pulsing, ensuring 80% Rock success rate.

- Maintains effective business relationships, utilizing strong communication skills with all leadership and direct reports, external partners in business and the government, to insure support and professional representation of the business brand.
- Talent, People Development and Succession – build quality and depth of teams; attract & develop management bench strength; leads, coaches, develops, trains, manages, and mentors General Managers in all aspects of the position, including achievement of performance standards, holding all members of their management teams accountable for meeting operational goals and company standards.
- Training Standards, Tools and Manuals - updated and best in industry.
- Supports Food and Beverage Director with purchasing contracts offering suggestions and input.
- Accomplishes sales objectives by communicating goals, action plans, following processes and best practices to deliver continually improved product, guest service standards and productivity.
- Reviews monthly, quarterly, and yearly financial reports with accompanying analysis of results, identifying variances, and initiating corrective actions to deliver budgeted levels of profitability.
- Ensures consistent guest service capacity and quality in all aspects of operations through high team service standards, execution and best practices.
- Participates in annual budget setting, including capital budget requests for locations.
- Undertakes audits on food safety, cleanliness, organization, facilities repair and takes action on monthly Secret Shopper reports with GMs and Head Chefs. Physical Audits of each location completed by end of each quarter.
- Regular Eatery/Foodservice location visits on an announced and unannounced basis to conduct evaluations for ensuring operational compliance with, and not limited to: facilities and staff appearance, product quality/preparation/safety/portion control, inventory management, proper staff training, employee and customer safety, labour scheduling and employee morale and relations. Rotate through each location 1 week at a time or as needed.
- Supports company-wide marketing programs in each market and provides input and feedback to Marketing Director.
- Updates job knowledge by remaining aware of new operational and leadership processes, government regulations; participating in educational opportunities; reading professional publications and maintaining strong community and business relations.
- Ensures all cash handling policies, health and safety requirements, building and equipment maintenance standards are meeting company and government standards in all aspects of operational and team day to day execution.
- Other duties as required and assigned related to role.

Required:

- Demonstrated food and beverage management skills, business management acumen, product and service knowledge, strong communication and leadership skills
- Multi-unit management experience - minimum three years' experience in similar role
- Entrepreneurial drive and proven success in growing a business
- Post-secondary degree in business and/or hospitality management an asset
- Highly detail and results oriented

- Strong computer skills – Office, Point of Sale Systems (Touch Bistro) and Optimum Control, or similar
- Demonstrated strategic thinking, problem solving, and solid judgment/decision making competencies
- Ability to lead team with open, honest, mature communication including leading effective meetings and public speaking as needed
- Manages 'up' (Senior Management/Ownership) as well as leading management teams

Disclaimer Clause

The above statements are intended to describe the general nature and level of the work being performed by the employee assigned to this position. There is no exhaustive list of all duties and responsibilities, knowledge, skills, abilities, physical job demands and working conditions associated with this position.

Please send your resume and cover letter to our Food & Beverage Director Andi Cruise at Andi@TradingPostBrewing.com