



JOB DESCRIPTION:

General Manager

REPORTS TO: Owners

FLSA CLASSIFICATION: Full-time, Exempt

DATE REVISED: February 2024

DEPARTMENT: Overhead

SUMMARY

Swamp Rabbit Cafe and Grocery is a mission-driven business passionate about being a force for good for the community. Our mission is to buy, sell, and cook with fresh, local food and to provide a community space where people come together to celebrate meals. We envision a community that supports a just and sustainable food system that allows small local farmers to thrive. As we grow our team, we seek individuals that believe in our mission and are invested in making our vision a reality. This position manages all aspects of the front of house, kitchen, and grocery store components of Swamp Rabbit Cafe and Grocery.

The Swamp Rabbit Cafe & Grocery is a showcase for local farmers and food artisans. We buy from over 300 local producers to provide the community with a convenient and fun connection to those producers. We know every farm and every product has a story and we strive to tell the story while maintaining the high-quality selection and competitive pricing. The Swamp is a fun and fast paced environment focused on serving delicious food with fresh seasonal and local ingredients. The General Manager is responsible for working with Department Managers to remove barriers and further the vision of SRCG. The major accountability of the General Manager is to continuously focus on meeting and exceeding guests' expectations, while keeping up the employee morale, and work ethic; as well as continuing to help SRCG be profitable.

ESSENTIAL JOB FUNCTIONS

- Responsible for the overall performance, efficiency, and profitable operations of the Cafe, Grocery, Facilities and Front of House departments
- Directly manages the Grocery, Cafe, FOH and Facilities managers; holds each responsible for individual and department wide productivity and performance goals
- Monitors and reacts to key business metrics such as COGS, labor budgets, sales, and loss
- Takes 100% ownership of daily store operations; ensures all teams are aware of and are actively working on priorities, prompts managers to anticipate issues and collaborates with them to solve problems
- Performs store walks and other audits; engages with staff on the floor; models behaviors of success, and jumps in to fill activities when needed
- Actively ensures all managers and staff are urgently addressing product quality, inventory management, merchandising, product availability and customer orders/requests
- Acts as a liaison between all departments; ensures pertinent information flows to the correct people in a timely and complete manner
- Actively monitors all operational and managerial SLACK channels addressing company needs with awareness & urgency
- Provides supervision, support, and direction in such a way that promotes clear understanding, accountability and efficiency, and follows all policies, procedures, and laws
- Actively works with the HR & Leadership Teams to ensure compliance of all SRCG policies; holds managers & staff accountable to expectations
- Is able to handle multiple requests, questions, and concerns simultaneously and naturally prioritize which item needs to be resolved first
- Responsible for recognizing & addressing high priority issues across all departments such as staff productivity, cleanliness, ticket times, quality
- Facilitates and coordinates clear cross-departmental communication
- Completes various process improvement projects with a high level of detail, follow up, implementation and communication
- Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation and displays the Swamp Core Values
- Is trained in all roles to properly supervise all of those functions
- Can perform basic maintenance troubleshooting to ensure business stays safe and in operation. Oversees equipment maintenance, record keeping, and sanitation activities
- Fosters and supports a positive and engaging work environment which embraces and supports diversity, equity, and inclusion to create trust and integrity with internal and external customers and co-worker
- Is the face of Swamp; responds to employee and customer questions and complaints, and resolves escalated issues that arise
- Models strong customer service and provides on-the-spot training for employees whose skills could use a refresher
- Effectively work with the Owners and Finance Department to improve SRCG financial sustainability and growth, and implement strategies to promote core values and standards
- Recommends capital expenditures for acquisition of new equipment that would increase efficiency and safety of operations

JOB REQUIREMENTS

- Minimum 8 years in foodservice and/or grocery management required



- Experience managing a budget, P&L statement, and large staff required
- Must be available to work an average of 50 hours per week when needed to meet business demands; weekends are required
- Must be 21 years of age or older
- Must have a high school diploma
- Must agree to background check
- Must have a valid driver's license and meet the requirements of the Swamp driving policy
- Must have a good working knowledge of Google Suite (Drive, Sheets, Docs) and Microsoft Excel and be willing to learn and use the Entrepreneurial Operating System
- Must be able to periodically work in environments with temperatures below 32 degrees F
- Must communicate through company designated platforms including, but not limited to Slack, Paylocity, Asana, and email
- Complies to and ensures compliance of all related food safety, health & sanitation regulations, workplace safety, and weights and measures according to SCDHEC, other applicable laws and company policies and regulations as necessary
- Acts as role model especially during difficult situations or when dealing with a potentially stressful issue
- Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation
- Take initiative to help any area of the business if possible
- Complies to and ensures compliance of all related food safety, health & sanitation regulations, workplace safety, and weights and measures according to SCDHEC, other applicable laws and company policies and regulations as necessary
- Perform other duties as assigned and requested. It is understood that every incidental duty connected with operations detailed in this job description are not always specifically described. Employees may be required to perform duties not within their job description as requested at the discretion of SRCG Management

ESSENTIAL SKILLS AND EXPERIENCE

- Must possess a passion for local food and an interest in telling the story behind it
- Must conduct oneself in an honest, professional and respectful manner at all times
- Must possess a love of people, interact with people well, and possess a desire for excellent customer service
- Able to take direction, work independently, and as a member of a team, and able to create working relationships
- Able to interact with employees and customers in stressful situations and/or conflict in a non-threatening and redemptive way
- Must be highly motivated, hard working, and possess a positive, enthusiastic attitude
- Must pay attention to details, be organized, and able to handle multiple priorities simultaneously
- Must have problem solving skills, be flexible, creative, and able to adapt to change when required
- Must possess good interpersonal skills and communicate well verbally and in writing
- Must have reliable transportation and report for work in a timely manner

ESSENTIAL SAFETY SKILLS - WORK ENVIRONMENT

SRCG requires that PPE (Personal Protective Equipment) such as safety shoes, gloves, etc. be used or worn by employees whenever workplace hazards are discovered that could damage any part of the body to eliminate and/or reduce the hazards employees face in their daily job duties. **PPE will not be used as a substitute for safe work practices, machine guards, or other controls. PPE is to be used in conjunction with these controls to increase employee protection.**

ADA COMPLIANCE

SRCG is an Equal Opportunity Employer. ADA requires the SRCG to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

ADA GUIDELINES- PHYSICAL DEMANDS

Stand:	Frequently	Reach Out/Above Shoulder:	Occasionally	Lift 20 pounds or less:	Occasionally
Walk:	Frequently	Ascend/Descend Stairs/Ladders:	Occasionally	Lift 20-50 pounds:	Occasionally
Sit:	Occasionally	Squat or Kneel:	Occasionally	Lift 51-100 pounds:	N/A
Handling:	Frequently	Bend:	Occasionally	Lift > 100 pounds:	N/A

DEFINITIONS

N/A- Not Applicable	This activity is not applicable to this position
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Occasionally	Occupation requires this activity 33% of the time (0 - 2.5+ hours a day)
Frequently	Occupation requires this activity 33% - 66% of the time (2.5 - 5.5+ hours a day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hours a day)

PAY AND BENEFITS

- Pay starts at \$63,000-\$75,000 based on experience
- Higher hourly wages on Sundays
- Comprehensive benefit package including health, dental, vision, and long term disability insurance (available to full time employees)
- HSA contributions for eligible health plans
- Paid Time Off (available to full time employees)
- Sabbatical program for all employees
- Wage increase available if exceeding requirements
- Other benefits include 20% Swamp discount, free shift meals, Employee Assistance Program and discounted bike share program

SRCG has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and SRC&G reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

The Swamp Rabbit Cafe And Grocery is proud to be an equal opportunity employer. This is not a contract. No information in this document will alter the at-will employment relationship. Position is open until filled.

Interested candidates should complete an [APPLICATION HERE](#).