

**MAKAH TRIBE
POSITION DESCRIPTION**

Job Title: Restaurant Manager

EXEMPT: Yes	JOB CODE: 2-M T3
TARGET SALARY: \$21.95 to \$25.82/DOQ	SHIFT: Varied
PROGRAM: Business Enterprise	LOCATION: Warm House
REPORTS TO: Business Manager	

SUMMARY: Responsible for overall management of full-service and specialty restaurant including menu selection, supervision of food preparation and customer services, customer relations, inventory management including food ordering, staff supervision, staff scheduling, staff human resource management (hiring, firing, promotions, employee relations, safety), prep cooking, cooking, organization of customer service area, sanitation, environmental protection, budgeting, facility management, special food preparation and other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities and often requires working extended periods (often more than 8 hours/day) and more than five days per week.

Responsible for the on-going business of the financial performance, and accounting and reporting, purchasing, budgets, marketing, promotions, and management of the seasonal staff. This responsibility also includes reviewing monthly financial statement and making operational and budget adjustments as needed.

Overall responsibility for organizing the operation of a full-service restaurant including food menu engineering, purchasing, inventory management (including use, storage and disposal of perishables), pricing, and supervision of cleanup (dishwashing, storage of serving and cooking equipment and materials), cleanup and servicing of stoves and other equipment and utensils, management of service areas (including loading dock and waste disposal area).

Responsible supervision of preparing, cooking and serving food including presentation of food, selection of food items, and related tasks.

Responsible for regulatory compliance including health, safety and environmental tribal and federal regulations.

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Revised 05/05/10
Revised 02/11/13
Revised 05/02/16
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Responsible for the supervision of selecting, preparing and, or overseeing preparation of specialty items including pastries, meats, fish, pastas and other items.

Responsible for negotiating prices for food and restaurant products with suppliers.

Responsible for financial management including use of accounting and financial analytical tools to control costs; including preparing and, or overseeing daily cash reports, analysis of menu items by customers, analysis of waste, analysis of frequency of customers and average sales per customer by menu item, staffing patterns matched against sales frequencies and staff scheduling using point-of-sales (POS) system.

Responsible work supervising employees including ongoing performance assessments based on quality of food, speed of preparation and service, presentation, employee-employee interactions and employee-customer interactions.

Responsible for physical appearance of facilities, kitchen, public service areas, and outside area.

Responsible for physical appearance of employees' uniforms, cleanliness, and personal hygiene, and compliance with Food Handler Sanitation Requirements.

Responsible for working with General Managers and other Tribal officials in planning hospitality-related businesses and services.

Responsible for participating in developing advertising and marketing strategies including planning special nights and events, use of discount certificates and other promotional tools to market the restaurant.

SUPERVISORY RESPONSIBILITIES:

Directly supervises 10 to 25 employees in the program. Carries out supervisory responsibilities in accordance with organization's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION AND EXPERIENCE

EDUCATION and/or EXPERIENCE:

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High School diploma or GED Certificate.

Three years minimum experience as a chef including prep-cooking, specialty cooking, fast order cooking, dinner menu cooking, lunch cooking, breakfast cooking and/or Front End experience such as greeter, wait staff, busing, or a combination of both.

Minimum of one year experience in restaurant management including food purchasing, staffing, customer service, facility management, regulatory compliance.

Must have strong managerial skills

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, and proportions, and percentages, area, circumference, and volume.

REASONING ABILITY:

Ability to define problems collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATE AND LICENSING

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conduct upon hire.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

Must have a current Food Handler's Permit.

OTHER SKILLS AND ABILITIES

Knowledge and skill in traditional Makah food preparation and serving.

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Knowledge and skill in restaurant advertising and marketing focusing on internal marketing (food selection, event planning and coordination, etc.).

Experience working in high volume restaurant.

Cash register system competency including use of POS system.

Must have strong management skills.

Ability and experience to manage a fast pace and often stressful working environment with above-average turnover.

Knowledge of supervisory practices; community organization/development principles and processes.

Ability to establish and maintain effective working relations with clients, peers, public and private agencies, tribal members and the general public.

Knowledge of word processing and spreadsheet computer application and budget development.

Ability to effectively present information and respond to questions from groups of managers, client's community members, and the general public.

Ability to communicate professionally over the telephone and in person in a positive and clear manner.

Ability to work independently with minimal supervision, and able to prioritize assignments.

Ability to maintain confidentiality within the program staff at the highest level.

Ability to work extended hours as needed.

Must be bondable.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, and sit. Employee must regularly lift and/or move more than 50 pounds.

WORK ENVIRONMENT

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While performing the duties of this job, the employee is exposed to a restaurant environment. The noise level in the work environment is usually very loud.

HAZARDS

Potential contact with dissatisfied or abusive customers.

SPECIAL WORK SCHEDULE:

This is a full-time Flex position, it is not a 8:00 a.m. to 5:00 p.m. Monday - Friday, it will work shifts, evenings and weekends, holidays as well as some weekday hours, Schedule to be determined by the Business Manager .

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and, or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council
Human Resources
P.O. Box 115
71 Makah Bay Drive
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: katherine.thompson@makah.com

OPEN: August 21, 2019
CLOSE: September 19, 2019

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.

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