



Job Title: Working Manager

Location: *Chicos Taco House LLC*
5954 East M-55, Cadillac MI. 49601

Job Type: Full-Time

Reports To: Owners

Cook & Working Manager Compensation: Starting at \$16.00–\$18.00 per hour, based on experience and qualifications.

Server Compensation: Starting at \$6.00 + tips (also included in team pool tipping = takeout)

Job Overview:

We are looking for a **Working Manager** to lead our restaurant team with a hands-on approach. This role requires balancing management responsibilities while actively participating in daily tasks. The ideal candidate will oversee all restaurant operations along with an active role in food trucks and catering operations, motivate staff, ensure excellent customer service, manage inventory and costs, and uphold health and safety standards.

Key Responsibilities:

(Including but Not Limited To):

Leadership & Team Supervision:

- Manage and motivate front and back-of-house staff to maintain smooth restaurant operations.
- Foster a positive and productive work environment through training, coaching, and performance feedback.
- Assist in hiring, onboarding, and scheduling employees.

Customer Service Excellence:

- Ensure a welcoming and high-quality dining experience for all guests.
- Address customer concerns and complaints in a professional manner.
- Lead by example in delivering outstanding service.

Operational Efficiency & Cost Control:

- Monitor inventory, drafting supply orders, and control costs to align with budget goals.
- Implement and maintain operational processes to optimize efficiency.
- Ensure seamless coordination between kitchen and service teams.

Compliance & Problem-Solving:

- Enforce all health, safety, and sanitation regulations.
- Work with management when unexpected challenges such as staffing shortages or operational issues arise.
- Implement policies to maintain a safe and compliant work environment.

Job Qualifications:



- **Experience:** Previous experience in restaurant management or supervisory roles.
- **Leadership Skills:** Ability to effectively manage and inspire a team.
- **Customer Service:** Strong interpersonal and communication skills.
- **Problem-Solving:** Quick decision-making and adaptability in a fast-paced setting.
- **Industry Knowledge:** Understanding of restaurant operations, food safety regulations, and health standards.
- **Technical Skills:** Familiarity with POS systems
- **Flexibility:** Willingness to work evenings, weekends, and holidays.
- **Team-Oriented:** Hands-on approach to supporting the team during peak hours.
- **Mathematical Proficiency:** Addition, subtraction, multiplication, division & currency

Physical Requirements:

- Ability to speak and hear.
- Strong vision capabilities, including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Constant standing with some walking.
- Ability to reach, bend, stoop, and frequently lift up to 35 pounds, with occasional lifting/moving of up to 50 pounds.
- Continual use of manual dexterity and gross motor skills, with frequent use of bi-manual dexterity and fine motor skills.

Working Conditions

- Generally, in an indoor setting, occasional outdoor and catering events
- Will be using a computer/POS.
- Varying schedule to include evenings, holidays and extended hours as business dictates.
- While performing the duties of this job, the employee is frequently exposed to heat/cold from the mechanical equipment.
- The noise level in the work environment is usually moderate to loud

Sought-After Skills:

- ServSafe Certification
- Certified CPR Training and or Certified First Aid Training
- Allergen Awareness Certification
- Leadership and Management Training
- Customer Service Certification

If you are a proactive leader passionate about hospitality, we invite you to apply and be part of our team!

How to Apply:

Please submit your resume and a cover letter to kdewey@chicostacohouse.com with the subject line: "Application for Working Operations Lead Position".

Alternatively, you may apply in person at Chicos Taco House LLC during business hours.

For any questions regarding the position, feel free to contact me at 616/318-1795