GENERAL MANAGER

Reporting Relationship
The General Manager reports directly to the Regional Vice President and Area General Manager (*if applicable*).

Responsibilities

- Perform the steps of SSA EXTRA Guest Service to ensure a memorable experience for every guest and client.
- Responsible for the day-to-day functions of all applicable departments (*based on unit location and contract*).
- Maintains knowledge and implementation of contract between SSA and Client with professional discretion.
- Directs the supervision of the applicable department Managers and staff (*based on unit location*) in the performance of their duties.
- Hosts all meetings for management team.
- Conducts training sessions as needed, assuring that each department head is properly and thoroughly trained for their positions.
- Supports progressive discipline documentation in field through ongoing establishment with management team and staff.
- Accountable for unit’s financial management through budgeting, forecasting, and management of sales/per cap, controllable expenses. Ultimately oversees reporting and management team responsibilities.
- Ensures that all fiscal deadlines are met to HQ.
- Manages final check on all invoices processed through account in detailed, consistent and timely manner.
- Acts as a liaison between the Client and SSA.
- Maintains a close relationship with direct client report and the client’s staff to insure a positive working relationship.
- Attends Client meetings and reports monthly (or as dictated) to the Regional Manager(s).
- Provides precise reports to the Regional Manager for cash reconciliation, flash reporting, item analysis, monthly inventory, and payroll percentages.
- Completes business assessment with comparable market pricing to assess business model and drive per cap revenue.
- Responsible for close liaison with marketing to drive attendance and experience to the highest levels possible.
- Keeps operating manuals up to date for all locations.
- Reviews and approves all plans for major special events.
- Manages the design and implementation of all menus and pricing.
- Assumes an active role in the long-range planning for all department programs.
- Manages all capital projects, involved pieced therein, to client and SSA expectation.
- Oversees Culinary department with quick service location and carts/kiosk programs.
- Work directly on execution of food programs, quality and daily oversight.
- Oversee food service training and orientation of all staff according to the onsite handbook and set expectations by your guidance.
• Works to establish maintenance scheduled in conjunction with manufacturer's instructions for all equipment, provides safety training in lifting, carrying, hazardous material control, chemical control and basic first aide.
• Follows company procurement standards, ensuring order guides are followed, with daily/weekly ordering oversight. Manages monthly inventory entries and tracking as necessary.
• Manages COG’s with relation to culinary ordering.
• Ensures food waste forms are completed and tracked daily with responsibility of keeping food waste to low range.
• Ensures all Retail and Guest Service functions and oversight is met or exceeded by Operations Manager.
• Remains knowledgeable of and manages in accordance with all applicable local, state and federal laws.
• Perform other tasks deemed necessary.
• Maintain a clean, safe and organized work environment.
• Uphold and demonstrate a complete understanding of company policies and procedures.

Job Requirements
> Strong interpersonal and communication skills, including the ability to articulate to our client, Area General Manager and HQ personnel.
> Proven leadership skills with an understanding of the importance of team building/development, while fostering partnerships.
> Exceptional problem solving/decision making skills combined with the ability to be organized.
> Demonstrates financial management, merchandising, analytical, planning and leadership skills.
> Demonstrates the ability to remain flexible in a fast-paced environment.
> Computer knowledge and skill level for basic office functions.
> Physical ability to stand for extended periods and to move and handle boxes (35lbs) as necessary to operation, which entails lifting, and perform all functions as set forth above.
> Ability to work varied hours/days, including nights, weekends and holidays, as needed.

Previous Experience
> Five years operations management. Two years management experience in cultural, iconic, amusement or museum attractions a plus.
> ServSafe Certified a plus.
> All education backgrounds accepted, must be 18 or older.

This is by no means an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job description. The General Manager reserves the right to revise the job description or to require that other or different tasks are performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs or technological developments)

If you are interested in applying, you may email the address below.
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