



Assistant Taproom Manager

Overview

The Assistant Taproom Manager is responsible for leading and driving daily Taproom operations, motivating and developing Team Members, completing administrative tasks, and ensuring that all guests have memorable, positive experiences by providing industry leading service.

Please apply online at www.tailgatebeer.com/jobs, and submit your resume to jobs@tailgatebeer.com.

Responsibilities

- Manages and works with GM on operational tasks such as interviewing, scheduling, cash management, inventory management, ordering, and implementation of standard operating procedures
- Leads, coaches and develops Team Members to ensure execution of highest quality service, product, and presentation on an ongoing basis
- Sets strong example by providing the best customer service in the company
- Coordinates and manages opening and closing shifts/duties and operates day-to-day Taproom activities, utilizing and adhering to Taproom operations checklists
- Provides ongoing, positive recognition and fosters an environment of teamwork
- Spreads a contagious enthusiasm for TailGate as a company, brand, and place to work
- Engages guests to promote product, answer questions, and address all concerns promptly and appropriately
- Anticipates guest needs and identifies and corrects potential service opportunities
- Engages in service recovery in a manner that is ethical and financially responsible
- Develops knowledge and understanding of operation in its entirety
- Works with GM to establish, implement, and maintain standard operating procedures
- Maintains compliance with Taproom security procedures
- Understands, follows, and enforces health, safety and hygiene standards and ABC, Beer Board, and Metro Health Code regulations
- Maintains up-to-date, working knowledge of all Kitchen standard operating procedures to assist in minimizing waste and manage costs effectively
- Is fully trained and capable of running all BOH positions
- Maintains timely communication utilizing email, text, and company group communication
- Provides exceptional service, assists in managing the Taproom, and maintains all standards as outlined above when performing in either capacity
- Performs all other duties as assigned by management

Skills and Experience

- Previous service/bartending experience required
- Genuine desire to serve others
- Prior experience or ability to lead others
- Exceptional analytical, decision making and problem-solving skills
- Ability to utilize resources and make appropriate decisions independently
- Impeccable attention to detail with excellent verbal and written communication skills
- Strong planning and organizational skills with emphasis on execution and follow through
- Strong work ethic and the ability to multitask, prioritize, and adapt to changing situations
- Strong conflict management skills
- Ability to promote, celebrate, and uphold the company mission: People. Product. Service.

Requirements

- Willingness to work at any TailGate location as needed
- Work flexible schedule as determined by needs of the operation
- Handle fast-paced, high-pressure situations
- Sit, stand and/or walk for long periods of time
- Bend, kneel, reach, twist, and stoop
- Lift, push, and pull 50 pounds without assistance
- Push, pull, move full kegs (approximately 160 pounds) with assistance
- Follow all company health and safety standards to include proper use of personal protective equipment and compliance with all OSHA and CDC guidelines
- Current, active TABC Permit
- 21+ years of age
- High School Diploma or GED

Compensation and Benefits

- Full-Time, Salaried
- Paid Time Off Program
 - 1 to 2 weeks annually based on seniority
 - Thanksgiving & Christmas off with pay
- Opportunity to request at least 1 weekend off per month
- 100% Sponsored Benefits (employee only) to include:
 - Health Insurance
 - Dental Insurance
 - Vision Insurance
 - Telemedicine
- Health Savings Account (HSA)
- 401(k) (after 12 months of employment)
- 50% off of all Taproom merchandise, food, and drinks
- One Team Member meal per shift

Equal Employment Opportunity

TailGate Brewery strongly supports equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law.