



DETAILED JOB SUMMARY

Shift Leader

DEPARTMENT	Operations
REPORTS TO	Store Manager
LOCATION	Assigned Store
FLSA STATUS	Non-exempt (hourly)
SHIFT WORKED	Monday through Sunday, Days and Nights
SALARY	\$16 - \$18 per hour

BRAND OVERVIEW

The journey to create amazing food at an incredible value started back in 2006 when Phillip and Michelle Chang had the idea to offer a self-serve frozen yogurt experience called Yogurtland. Now with more than 300 Yogurtland stores all over the world, this dynamic duo has set their hearts on creating and serving an alternative foodie experience with delicious sandwiches and offerings evolving around chicken and egg as the key ingredients. Phillip and Michelle's new brand 'Egg N Bird' is now open, providing the public with the high quality, delicious food at an amazing value.

POSITION OVERVIEW

We are looking for a shift leader to oversee all staff, inventory, and operations of the EnB store unit along with the Store Manager & Assistant Manager. The Shift Leader is responsible for the overall shift operations, sales performance and execution of brand excellence in a store in the absence of Assistant Manager and/or Store Manager. To be successful in this role, you should be a thoughtful leader and a confident decision-maker, helping our people develop and be productive, while ensuring profits are on the rise.

CULTURAL QUALIFICATIONS

- THTK - Totally Honest, Totally Kind
- Humble - modest, respectful and open
- Heart & Soul - passionate and totally committed
- Team Play - selfless and team first
- Imaginative - innovative, bold and whimsical

ESSENTIAL JOB FUNCTIONS

- Provide all Egg n Bird guests with exceptional customer service.
- Maintain full knowledge of Egg N Bird's menu.
- Ensure that the restaurant's high-quality standards are met by ensuring that customer's orders are prepared accurately and efficiently.
- Make certain cleanliness, health and safety standards are maintained at all times.
- Follows up with customers to make sure needs are being met. Acknowledges waiting customers frustrations during periods of high volume or an unexpected rush, taking care of the situation
- Directs team members on shift to follow all cash management and cash register policies.
- Directs team members to complete tasks when appropriate and according to SM/AM instructions. Performs Travel Paths.
- Executes store operations during scheduled shifts; organizes opening and closing duties as assigned.
- Provides ongoing coaching to shift team. Identifies when processes and actions are consistent/inconsistent with restaurant expectations and standards and coach/praise in the moment.

- Prepares daily administrative paperwork, cash reconciliations for entire day (including voids, refunds, and returns), and daily deposit preparation
- Gives breaks as necessary, when appropriate, and according to labor law guidelines.

CORE COMPETENCIES

- Proven experience as a shift leader or similar leadership role
- Experience in scheduling and managing shifts
- Knowledge of business process and functions (inventory and orders)
- Strong customer service
- Excellent communication skills
- Outstanding organizational and leadership skills
- Problem-solving aptitude

OTHER REQUIREMENTS (LICENSES/CERTIFICATIONS)

- Must be 18 years older
- Valid California Food Handler required before first day
- Prior experience as a Shift Lead.
- Dependable -- more reliable than spontaneous
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction
- Detail-oriented -- would rather focus on the details of work than the bigger picture

NOTES

1. AS AN ABSOLUTE CONDITION OF EMPLOYMENT, ASSOCIATE(S) ARE REQUIRED UPON HIRE, TO SIGN CERTAIN CONFIDENTIALITY, NON-DISCLOSURE, AND MEDIATION & ARBITRATION AGREEMENTS.
2. STATEMENTS CONTAINED HEREIN REFLECT GENERAL DETAILS AS NECESSARY TO DESCRIBE THE GENERAL FUNCTION(S) OF THE JOB, LEVEL OF KNOWLEDGE AND SKILL(S) TYPICALLY PREFERRED OR REQUIRED, AND SCOPE OF RESPONSIBILITY ENTAILED. STATEMENT(S) CONTAINED HEREIN SHOULD NOT BE CONSIDERED AN ALL-INCLUSIVE LISTING OF WORK REQUIREMENT(S) OR FUNCTION(S). ASSOCIATES(S) MAY PERFORM OTHER DUTIES, AS ASSIGNED, INCLUDING WORK IN OTHER FUNCTIONAL AREAS TO COVER ABSENCE(S), EQUALIZE PEAK WORK PERIODS, OR OTHERWISE BALANCE WORKLOAD(S).