JOB DESCRIPTION

| **TITLE** | ASSISTANT PIZZERIA MANAGER | | |
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| **Reports To** | [insert title] | | |

**Job Purpose**

The Assistant Pizzeria Manager supports daily restaurant operations and ensures exceptional customer service. This role assists in managing staff, overseeing food preparation, and maintaining store cleanliness and efficiency.

A successful Assistant Pizzeria Manager is a strong leader with strong problem-solving skills. This person works well under pressure, fills different roles/duties when staffing is short, and motivates their team to meet operational goals.

**Duties and Responsibilities**

Overall Responsibilities:

* Assist in managing the pizzeria efficiently while ensuring excellent customer service.
* Provide leadership and guidance to the team, acting as a mentor and coach.
* Support staff training and development to maintain service quality.
* Monitor customer satisfaction through feedback tools and direct interactions.
* Ensure cleanliness and maintenance standards are upheld.
* Assist in increasing sales and profitability through effective team communication.
* Dispatch orders for delivery efficiently to optimize time and service.
* Oversee dough and ingredient preparation, ensuring consistency and quality.
* Manage food costs and inventory control.
* Ensure proper cash handling and financial procedures are followed.
* Identify opportunities for local sales growth and brand engagement.
* Support the execution of marketing initiatives.
* Maintain high-quality pizza preparation standards.
* Perform additional duties as assigned.

**Qualifications**

* High school diploma/GED or college diploma.
* X years of supervisory or management experience.
* Experience in the fast food or restaurant industry is an asset.
* Current or prior food handling certification an asset.

**Core Competencies**

* Strong customer service skills with a focus on satisfaction and retention.
* Excellent communication and leadership skills to guide and motivate teams.
* Strong problem-solving and decision-making abilities.
* Ability to thrive in a fast-paced environment.
* Strong time management skills and ability to multitask.
* Demonstrates integrity and professionalism in all aspects of work.
* Leadership and team management.

**Working Conditions**

* Work schedule is [insert schedule, e.g., 8 am to 5 pm Mondays to Fridays].
* Must be available for a variety of shifts, including evenings, weekends, and openings/closings.
* Frequent interaction with team members, management, vendors, and customers.
* May be required to lift up to X lbs.
* Requires standing for long periods during shifts.