



Figueroa Mountain

Job Title: Taproom General Manager

Classification: Exempt

Reports to: Retail Director

JOB DESCRIPTION

Summary/Objective: Responsible for the overall profitability and success of the taproom through management of others; leadership, coaching and employee retention. Taking ownership of the taproom, modeling and ensuring outstanding customer service. And, through impeccable knowledge of Figueroa Mountain brand beers.

ESSENTIAL FUNCTIONS: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Responsible for the overall profitability and success of the taproom.
- Develop and run a successful strategy to create a prosperous environment.
- Have thorough understanding of the philosophies of the Figueroa Mountain way including working knowledge of the Employee Handbook and company policies.
- Interact with, direct, and manage employees in a fair and dignified manner.
- Interviewing, hiring, training, development, and retention of qualified employees.
- Promote teamwork with a happy and cheerful work environment.
- Address complaints/issues from customers in a professional and prompt manner
- Timely response to all event requests, social media comments, phone calls and other customer inquiries.
- Organize and conduct periodic informational seminars for employees.
- Identify, address, and document individual employee performance problems according to standard operating procedure. Discipline and/or terminate as necessary according to Figueroa Mountain procedures.
- Send completed payroll reports to HR at the end of each pay period in a timely matter.
- Ensure Keg, Merchandise, Inventoried Items and all other necessary orders are placed on scheduled days.
- Manage daily banking needs.
- Create and execute a marketing plan to promote special events for the taproom.
- All other duties as assigned.

Competencies

- Leadership skills
- Strong interpersonal communication
- Self-motivated with a positive attitude
- Results-oriented and customer-focused

Supervisory Responsibility

The Taproom General Manager has full management responsibility for taproom staff and all annual reviews.

Work Environment

The Taproom General Manager works in the taproom with a working brewery, and doors that open to an outdoor environment. Employees are subject to loud noises, variable temperatures and brewing odors. Occasional live amplified music inside the taproom.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must be able to stand for up to 8 hours at a time. He or she is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee may need to lift and/or move cases of beer up to 25 pounds and 50 pound kegs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, however the Taproom General Manager is expected to be available during taproom hours of operation. Typical shifts will be 9 hours in length, a mix of day time and evening/night time shifts will be expected.

Travel

This position vary rarely requires travel. However, trips to the other taprooms, outside events and festivals may occasionally occur.

Experience/ Education

- High school graduate
- 5+ years working customer facing role in a restaurant or bar
- 2-4 years in a leadership role

Additional Eligibility Qualifications

- Must be at least 21 years of age
- Must have reliable transportation
- Must be able to work independently without day to day hands on supervision, highly motivated self- starter who is organized, detail oriented with excellent time management skills
- Understanding of or ability to learn and read financial statements.