

Position Description - House Manager at Uncle Clay's House of Pure Aloha

We are looking for a House Manager to work very closely with our General Manager, helping to manage and grow Uncle Clay's House of Pure Aloha in Aina Haina.

We are hiring one House Manager who is passionate about serving others and growing with a company focused on cultivating Pure Aloha to generate a positive impact on others and the community. We ask that applicants be ready to start training immediately.

- Full-Time: 30-40 hours per week
- \$15-16/hour, plus Tips, Performance Bonuses, and Benefits
- Shifts can vary in hours between 10:30am-7:00pm (daily), with majority as set schedule/hours and some flexible hours

Position Summary

This position contributes to HOPA's success by executing House operations. This position assists and supervises the House's Team to create and maintain the "HOPA Experience" for our guests and Team Members. In particular, a majority of time is spent supervising, directing, and developing Team Members, strengthening HOPA's Pure Aloha culture, ensuring guest satisfaction and product quality, and maintaining safety and security within the House. It is essential that a House Manager ensures that all HOPA's policies and procedures are followed by the entire team. The candidate is an exemplary role model who acts in accordance with HOPA's vision, mission, values, strategic objective, and guiding principles.

Summary of Key Functions and Responsibilities

Essential position functions include but are not limited to the following:

- Behaves in ways that are aligned with and promote HOPA's Pure Aloha culture, core values, strategic objective, and guiding principles
- Planning shift deployments and executing store operations during scheduled shifts, including fulfilling various hosting and serving roles (Greeter, Cashier, Front Kitchen, Back Kitchen, Retail) as needed; organizing and executing opening and closing duties
- Maintaining and modeling a calm demeanor during extremely busy periods or unusual events to keep House operating to standards
- Contributing to a positive and uplifting team environment by leading by example and recognizing signs or changes in Team member morale and performance

- Developing authentic and positive relationships with shift team by understanding and addressing individual motivation, needs, and concerns
- Assisting in leading house management team in strategy development and execution
- Creating a supportive learning environment by providing clear, specific, timely, and respectful coaching and feedback to Team members on shift to ensure operational excellence, delivery of caring service, and improving overall Team Member performance
- Following operational policies and procedures, including those for cash handling, safety and security, to ensure the safety of all Team Members during each shift
- Following all cash management and cash register procedures and ensuring proper cash management practices are followed by shift team
- Following all health, safety, and sanitation guidelines for all products
- Reviewing House environment and key business indicators to identify problems, concerns, and opportunities for improvement
- Filtering communication to shift teams as directed by the General Manager
- Communicating ideas to the General Manager for the broader areas of improvement
- Supporting General Manager in implementing company initiatives/projects by working directly with shift team to execute action plans that meet operational and organizational objectives
- Managing House Team Member development, including:
 - Recruitment and hiring, new Team Member orientation and training, and ongoing coaching, counseling, disciplining, and inspiring of Team Members
 - Ensuring the achievement of organizational results through the personal growth and performance improvement of each Team Member by creating personal development plans with challenging goals, regularly providing feedback, conducting performance assessments, and recommending staffing decisions to General Manager
- Overseeing administrative responsibilities, including:
 - Inventory - vendor relations, ordering, and receiving
 - HR/Team - payroll processing, general administration
 - Financial - invoices, cash deposits, reporting
- Completing HOPA's management training
- Maintaining regular and punctual attendance

Non-essential position functions include but are not limited to the following:

- Attending management and leadership development opportunities to support continued personal growth

Basic Qualifications

- At least six months or 500 hours as a Shift Lead with HOPA OR at least two total years of managerial experience with another company/companies (preferably in the hospitality or foodservice industries)
- Must be able to serve at least 40 hours per week, including at least four 8-9 hour in-House shifts
- Available to serve flexible hours that may include mornings, evenings, weekends, nights, and/or holidays
- Basic understanding of foodservice business (branding, marketing, operations) and foodservice accounting (calculation of food costs, labor cost, costing and pricing)
- Proficient technology/computer skills including using various communication tools and software
- Willingness and ability to serve multiple House roles and perform associated tasks during each shift
- Able to lift objects of various shapes and sizes up to 20 pounds
- Able to stand and perform tasks for extended periods of time
- Able to maintain a good level of energy throughout an entire shift
- Embraces HOPA's vision, mission, core values, and guiding principles

Keys to Success for this Position

- Passionate about living and sharing Pure Aloha to make a positive difference
- Always operating with integrity of word and deed
- Ability to practice servant leadership and find fulfillment by serving guests, Team Members, and HOPA as an organization
- Great management skills, with ability to think critically and effectively to respond to any situation, develop goals and implement action plans, and direct the work of others
- Strong written and oral communication skills, with ability to effectively write for any purpose and effectively speak one-on-one or in front of groups
- Ability to understand and carry out oral and written instructions and request clarification as needed
- Very good interpersonal skills, with ability to quickly forge and build long-term relationships
- Ability to express gratitude to guests and fellow Team Members
- Ability to be fully present in a fast-paced and constantly evolving environment
- Ability to learn quickly, accept feedback well, and strongly desire to continuously acquire new knowledge, skills, and abilities
- Ability to maintain a general level of wellness (physical, mental, emotional, spiritual)