



## Position Description

### Position Title: General Manager

With features in *Wall Street Journal*, *Food & Wine*, *Bon Appétit*, and more, Goose the Market is a full-service butcher shop and specialty food and wine market near downtown Indianapolis. The General Manager works closely with all staff to continually fulfill Goose's commitment to offering a carefully curated selection of good, clean, and fair foods along with exceptional front-line customer service.

As the leader of all market operations, the ideal General Manager has:

- at least three years experience in a food related business such as a retail storefront or butchering, farming, cooking, etc.
- at least two years management experience in a business with top line annual revenues of at least \$2-5 million
- a solid understanding of and demonstrated support for good, clean, and fair food
- excellent planning and problem solving skills
- excellent verbal and written communication skills
- excellent leaderships and mentoring skills
- excellent event management skills
- experience using Quickbooks
- experience with inventory management of a perishable product

### General Responsibilities

- Will hold all general manager responsibilities
- Upholds and enforces quality standards and guest satisfaction of the Goose
- Reserves the right to use any means necessary within reason to ensure guest satisfaction
- Supervision and management of all operations within the market
- Key holder with alarm code access
- Cash handling
- Writing budgets, monitoring the budget and profit margins
- Scheduling of the entire team
- Supervision and management of Purchasing and Receiving
- POS knowledge and training

## **Purchasing and Receiving Responsibilities**

- Uphold quality assurance, wholesomeness of product, and freshness of product
- Monitor and manage deliveries, product quality and following up on corrections
- Check product displays, labels, and par levels
- Oversee and direct staff in retail product displays
- Places orders in accordance with budget and par levels
- Issue purchase orders and check deliveries against purchase orders
- Curate product selection and manage purchasers
- Rotate product selections in accordance with seasons, holidays, trends
- Oversee production rotation for quality

## **Leadership Responsibilities**

- Be a solid role model
- Encourage growth and education among associates
- Establish expectations for associates' performance
- Provide associates with periodic feedback and constructive criticism
- Hold associates accountable for expectations
- Be firm, fair, and consistent in management
- Be proactive rather than reactive
- Remain calm, cool, and collected at all times
- Oversee and work closely with Events Manager
- Promptly and effectively handle employee discipline
- Schedule employees in accordance with budget and demands of business
- Confirm that associates are working their scheduled shifts
- If variance from a scheduled shift is needed then evaluate need and provide reasoning for change
- Authority to handle circumstances that require immediate attention with associate issues:
  - Call offs and replacements for call offs
  - Tardiness
  - Failure to cooperate
  - Inappropriate actions from associates towards guests or other associates
  - Contact owners with of any issues

## **Product Responsibilities**

- Ensure that products are being labeled, rotated, and stored correctly
- Direct staff in corrections for labeling and rotation
- Curate new and exciting products and communicate new additions to leadership team
- Ensure that product is of the highest quality and find outlet if it does not meet these standards
- Check par levels and quality of sandwich station, barista station, enoteca, and cases
- Oversee and monitor production schedules
- Research product information
- Train and taste staff on products
- Oversee the gathering of information necessary to feature products for holiday pre-orders
- Oversee membership management and product selection of Goose's "of the month" Clubs

### **Sanitation Responsibilities**

- Required to be Serv Safe certified
- Required to have a alcohol beverage service permit and server training certificate
- Uphold sanitation standards of the market
- Assist health department with any questions in the event of an inspection
- Preparation for inspections

### **Minimum Required**

- Average 50 hours per week (typically five days per week, ten hours per day)
- Lead by example in uniform, personal hygiene, and attitude
- Lead by example in work ethic

### **Compensation**

**Wage:** full-time, salaried position

**Benefits:** Eligible for health insurance and retirement plan after 90 days of employment

**Discount:** 30% Discount at Goose the Market  
20% Discount at Smoking Goose

**Vacation:** 2 weeks paid vacation