



# Assistant Taproom Manager

## Overview

The Assistant Taproom Manager is responsible for leading and driving daily Taproom operations, motivating and developing team members, completing administrative tasks, and ensuring that all guests have memorable, positive experiences by providing industry leading service.

Please apply online at [www.tailgatebeer.com/jobs](http://www.tailgatebeer.com/jobs), and submit your resume to [jobs@tailgatebeer.com](mailto:jobs@tailgatebeer.com).

## Responsibilities

- Sets strong example by providing the best customer service in the company
- Spreads a contagious enthusiasm for TailGate as a company, brand, and place to work
- Coaches and develops team members to ensure execution of highest quality service, product, and presentation on an ongoing basis
- Provides ongoing, positive recognition and fosters an environment of teamwork
- Coordinates and manages opening and closing shifts/duties and operates day-to-day Taproom activities, utilizing and adhering to Taproom operations checklists
- Engages guests to promote product, answer questions, and address all concerns promptly and appropriately
- Anticipates guest needs and identifies and corrects potential service opportunities
- Engages in service recovery in a manner that is ethical and financially responsible
- Assists GM in operational tasks such as interviewing, scheduling, cash management, inventory management, ordering, and implementation of standard operating procedures
- Develops knowledge and understanding of operation in its entirety
- Works with GM to establish, implement, and maintain standard operating procedures
- Maintains compliance with Taproom security procedures
- Understands, follows, and enforces health, safety and hygiene standards and ABC, Beer Board, and Metro Health Code regulations
- Maintains up to date, working knowledge of all Kitchen standard operating procedures to assist in minimizing waste and manage costs effectively
- Is fully trained and capable of running all BOH positions
- Maintains timely communication utilizing email, text, and company group communication
- Provides exceptional service as a bartender, manages Taproom 20-25 hours per week, and maintains all standards as outlined above when performing in either capacity
- Performs all other duties as assigned by management

## Skills and Experience

- Previous service/bartending experience required
- Genuine desire to serve others
- Exceptional analytical, decision making and problem-solving skills
- Ability to utilize resources and make appropriate decisions independently
- Impeccable attention to detail with excellent verbal and written communication skills
- Strong planning and organizational skills with emphasis on execution and follow through
- Strong work ethic and the ability to multitask, prioritize, and adapt to changing situations
- Strong conflict management skills
- Ability to promote, celebrate, and uphold the company mission: People. Product. Service.

## Requirements

- All skills and experience as outlined above
- Ability and willingness to work at any TailGate location as needed
- Ability to work flexible schedule as determined by needs of the operation
- Ability to handle fast-paced, high-pressure situations
- Ability to sit, stand and/or walk for long periods of time
- Ability to bend, kneel, reach, twist, and stoop
- Ability to lift, push, and pull 50 pounds without assistance
- Ability to push, pull, move full kegs (approximately 160 pounds) with assistance
- Following of all company health and safety standards to include proper use of personal protective equipment and compliance with all OSHA and CDC guidelines
- Current, active TABC License
- 21+ years of age
- High School Diploma or GED

## Compensation and Benefits

- Full Time, Base Salary Plus Tip Pool When Bartending
- Paid Time Off Program
  - 1 to 2 weeks annually based on seniority
- Additional Healthcare/Financial Planning Benefits
  - Health Insurance: 50% employee coverage paid by TailGate Brewery
  - Dental Insurance: 100% employee coverage paid by TailGate Brewery
  - Vision Insurance: 100% employee coverage paid by TailGate Brewery
  - Health Savings Account (HSA)
  - 401K (after 12 months of employment)
- 50% off of all Taproom merchandise, food, and drinks

### Equal Employment Opportunity

TailGate Brewery strongly supports equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law.