Kane St. Smokehouse

Shift Leader Role Description

Operational Standards & Servant-Leadership

ROLE OVERVIEW

Position Title: Shift Leader

Reports to: Restaurant Manager

Availability Requirements: Full-time/40+ hours per week/Sunday-Saturday/Hourly wages plus tip/overtime eligible when required

Certifications: Food Safety Manger Certification (Always Food Safe or Serve Safe)

WHO WE'RE LOOKING FOR

Team Shift Lead is responsible for overseeing daily operations during assigned shifts, ensuring excellent guest service, maintaining food quality and safety standards. They must demonstrate servant leadership as they train, educate and support team members. Shift Leads must understand and incorporate the company's vision statement, mission statement, and core values into daily workflow. Additionally, this role acts as manager-on-duty (MOD) or person-in-charge (PIC) when manager is not present and helps drive efficiency, accountability, and a positive team culture.

CORE RESPONSIBILITIES

Shift Leadership & Operations

- Oversee all front- and back-of-house operations during assigned shifts
- Assign and delegate tasks fairly using daily checklists
- Ensure all opening, shift, and closing duties are completed fully and correctly
- Maintain proper staffing flow and step into any position as needed during busy or short-staffed periods
- Ensure someone is always present and visible in the dining room

Team Management & Development

- Supervise, support, and motivate team members during shifts
- Assist in training new hires, educating, and reinforcing company standards
- Help identify staffing needs and provide hiring recommendations
- Correct employee practices and behaviors that do not reflect our policies, standards, or culture
- Address employee performance issues and communicate with management when disciplinary action is needed
- Ensure all employees are in appropriate attire according to dress code
- Lead by example in professionalism, appearance, and work ethic

Guest Experience & Service Standards

- Ensure all guests receive prompt , friendly, and attentive service
- Actively check on tables and ensure food quality and satisfaction
- Resolve guest concerns professionally and courteously
- Maintain a clean, organized, and welcoming dining environment
- Ensure front-of-house stations (Tables, drink station, condiments, sauces, etc.) are adequately stocked and maintained to standards

Catering & Deliveries

- Must be able to make deliveries or assign a qualified employee to make deliveries
- Must communicate quote/invoice requests promptly to manager
- Responsible for ensuring catering forms are filled out fully and completely to facilitate smooth process for manager to send estimate or quote

Food Safety, Quality & Compliance

- Enforce all food safety, sanitation, and hygiene standards
- Ensure proper food handling, storage, and temperature control
- Verify all food items are prepared correctly and meets quality standards (includes tasting AND visual observations)
- Monitor cooking processes and ensure all procedures are followed exactly, according to policies, and educate when required
- Maintain awareness of allergens and prevent cross contamination
- Ensure proper handwashing and glove use in compliance with regulations
- Maintain current Food Safety Manager Certification through approved organization
- Understand and follow all health department regulations
- Assist during health inspections and answer procedural questions
- Be prepared to respond to emergency situations (fire, injury, choking, vomiting, etc.)
- Maintain Knowledge of safety protocols and procedures

Cleanliness and Facility Standards

- Always ensure cleanliness of all areas according to standards, including but not limited to:
    - Kitchen line, prep areas, and equipment
    - Large appliances: Refrigerators, warmer, ovens, etc.
    - Floors, trash areas, and dish stations
    - Dining room, outside seating areas, restrooms, and guest areas
    - Parking lot, dumpster/outside trash storage, outside smoker area, etc.

- Ensure trash is removed regularly and facilities are maintained throughout the day

Cash Handling & Administrative Duties

- Must learn and understand POS system and how to use all features and functions and stay current on changes or updates that may take place
- Accurately manage POS transactions and cash handling procedures
- Monitor and record tips, refunds, and discounts accurately and according to policy
- Complete daily and weekly reporting tasks, including tip sheets, cash box worksheets, employee logs, etc.
- Ensure staff clock in/out accuracy

Inventory, Prep, & Ordering

- Monitor inventory levels and identify potential shortages and communicate them with manager before items run out as to not hinder service and ordering
- Ensure proper food prep quantities and readiness for service
- Insure proper storage of inventory and prepared items (FIFO)
- Receive and verify deliveries for accuracy and quality
- Communicating shortages or issues with management
- Minimize waste through proper portioning and handling

COMMUNICATION & ACCOUNTABILITY

- Maintain clear and professional communication with team members and management
- Report operational issues promptly
- Be proactive in solving problems within your control
- Support ownership and management with scheduling and operational needs

QUALIFICATIONS

- Previous restaurant experience required
- Leadership or supervisory experience preferred
- Strong knowledge of food safety and restaurant operations
- Ability and willingness to continue learning and growing through books, videos, conferences, etc. as provided by ownership and management
- Ability to multitask in a fast-paced environment
- Strong communication and problem-solving skills
- Flexible availability, including nights, weekends, and holidays
- Ability to attend functions or trainings (sometimes overnight) when required by ownership or management

- Ability to utilize knowledge from Food Safety Manager Certification to teach, educate, and train other employee as well as identify problems or issues that may arise or contribute to food safety and contamination.
- Maintain an active driver's license without major infractions

Physical Requirements

- Ability to stand and walk for extended periods
- Ability to lift up to 35lbs.
- Ability to work in a hot, fast-paced environment

Key Traits for Success

- Dependable and punctual
- Strong servant leadership presence and self-motivated to continue growing in this area through books, videos, conferences, etc. on your own time
- Detail-oriented and organized
- Calm under pressure
- Positive, team-first attitude

PERFORMANCE EXPECTATIONS

- Deliver consistent food quality and guest satisfaction
- Maintain a clean, safe, and efficient work environment
- Ensure team accountability and adherence to standards
- Contribute to overall restaurant performance and culture in a positive way

Acknowledgements:
I understand the responsibilities and expectations of the Shift Lead role. I understand that if I do not carry out this role according to standards, disciplinary action may be utilized up to termination.
Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____