Krispy Kreme Doughnuts Assistant Manager

Krispy Kreme Doughnuts Canada, is looking for hands on, infectiously energetic, motivated, and hospitable **Assistant Managers** to help manage our newest location Scarborough, Ontario. As we continue our growth in Canada, we are looking for special individuals who can clearly lead, motivate and work with their team and someone who understands the passion that our fans and employees have for our brand.

The **Assistant Manager** will report to the General Manager is responsible for store operations, including overseeing aspects of production, sales, and human resources. This involves developing and working with a staff of professional employees, generating maximum revenue, and ensuring both customer and employee satisfaction. Additionally, the Assistant Manager is responsible for having a thorough understanding of the doughnut production process and maintaining a high level of quality products.

Principal Duties and Responsibilities:

Guest Service • Ensuring all products meet Krispy Kreme quality standards and in turn, guarantee customer satisfaction • Serving as a role model for customer-first behaviors according to company standards • Developing a team of customer-focused employees through coaching and performance management • Handling difficult customer situations professionally • Handling any customer complaints/concerns • Responding to customer inquiries via email, in person, or on the phone on a timely basis • Ensuring all products meet Krispy Kreme quality standards • Conduct store tours

Supervisory Responsibilities

Supervising store operations • Ensuring all of the store's physical property is in good condition • Conducting or delegating opening and closing responsibilities

Sales and Profitability

Managing store sales efforts, which include, retail sales, fundraising and off premise sales • Achieving business plan objectives and profitability according to the store operating plan and meeting financial goals

Doughnut Production Systems Management

Understanding and implementing procedures to maximize efficiencies and control variances in daily production of product and overall store performance • Understanding the production process and maintaining a schedule that guarantees high quality and efficient output • Understanding and implementing store quality control procedures • Coordinating production schedules to meet customer demands and to utilizing a labour matrix • Inspecting, troubleshooting, and assessing any production or equipment problems

Safety and Sanitation

Demonstrating safety consciousness and promoting store safety • Maintaining a high level of store sanitation and cleanliness, e.g. cleaning schedules, training, etc. • Overseeing proper upkeep of store facility and equipment

Personnel and Team Management

Directing and developing employees including: recruiting, interviewing, hiring, training, scheduling, safety education, supervising, dispute resolution and terminations • Build a team of customer-focused employees and foster teamwork • Demonstrate leadership in employee development • Communicating to store employees and enforcing all store policies, standards, and practices • Performance reviews with employees

Accounting and Financial Management

Working with the General Manager to ensure maximum profitability and sales growth in all store functions • Managing income and expense budgets, including accounts payable/receivable, profit and loss, etc. • Completing required corporate reporting documentation, both financial and operational • Managing company resources responsibly including inventory control • Managing financial duties • Protecting company assets • Maintaining a resourceful budget and controlling all costs and expenses •

Managing financial duties such as deposits, collecting accounts receivable and properly documenting all transactions • Follow company cash handling procedures & policies

Leadership

Communicating and modeling company standards and policies • Implementing efficiently and effectively directives from store, corporate, and divisional management • Developing and maintaining store organization to promote efficient operations • Interfacing with corporate office personnel

Qualifications Essential Skills and Experience

Experience with sales, management, production, and customer service in a leadership role • Strong communication, organizational, and leadership skills • Pleasant disposition, sociable, accommodating nature, and enthusiasm • Self-motivation, creativity, and adaptability • Basic technology, telephone, and social media knowledge • Must have availability to work weekends and evenings. • High school or equivalent, Post Secondary Education strongly preferred

Physical Demands And Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

> Physical Activity • Carrying • Writing • Bending • Stooping • Grasping • Standing • Climbing • Twisting • Sitting • Filing documents • Walking • Driving • Sweeping • Lifting • Pushing/pulling • Using telephone and fax machines • Communicating with customers and co-workers • Lifting up to 75 pounds occasionally • Physical activity is sporadic • Occasional travel

Krispy Kreme supports a diverse and drug-free workplace.

If you think you have what it takes and are eager to join a team of Doughnut Enthusiasts, APPLY TODAY!

Visit www.krispykreme.ca/kingstonroad to APPLY