

JOB DESCRIPTION

Title: Weekday Office Manager

Summary of Job

The main duties of the weekday office manager are to manage the front of the house and conduct general administrative work at the cooking school. It is the role of the office manager to be the face of the school Monday – Thursday with exemplary customer service both in person and in any phone or email communications.

Essential Functions

- 1) Create staff schedule for back and front of house.
- 2) Manage inventory with weekly supply reports.
- 3) Receive deliveries and shipments and delegate duties to responsible parties.
- 4) Manage and issue all donation requests.
- 5) Manage email database.
- 6) Create RezClick (reservation system) sales reports for both class sales and gift certificate sales.
- 7) Manage equipment and schedule necessary repairs.
- 8) Manage photo database and calendar imagery.
- 9) Open and/or close the storefront according to company procedures.
- 10) Handle transactions through our POS system, including counting the cash at opening and closing.
- 11) Prepare and maintain the retail component of the storefront, and keep storefront clean and tidy.
- 12) Prepare and receive all guests and students coming in for classes according to procedures.
- 13) Monitor and handle all inquires that come in via phone, email and walk-ups.
- 14) Collaborate with other Receptionists to hand-off and exchange information as needed for matters that cross-over shifts.
- 15) Coordinate and assist Food Sourcing Manager when grocery deliveries arrive to store and record items as needed.
- 16) Report and advise on issues that arise in the school when upper management is not present.

Competencies

- 1) Positive attitude
- 2) Strong communication skills
- 3) Customer/Client-minded
- 4) Team player
- 5) Highly organized
- 6) Thoroughness and attention to detail

- 7) Time management
- 8) Takes initiative
- 9) Commitment to quality
- 10) Strong computer and internet skills.

Work Environment

This job operates in the storefront of a fast-paced commercial kitchen located in a shopping mall. You will work both alone and with other administrative personnel at the reception desk, and be responsible for multi-tasking and handling several situations at the same time. There are multiple people working at reception and it is important to have strong communication with them and the Co-Owners to make sure the transfer of information from one shift or day to another goes smoothly and that things do not fall through the cracks. The office manager often must deal with disappointed or unreasonable customers and must do their best to listen to their concerns, and have good decision-making to respond to them fairly in an effort to make them feel satisfied with the outcome of any issue as best they can.

Skills

- Computer proficient in: Word, Excel, Google Suite, our reservation system, ShopKeep POS, and Dropbox. Knowledge of Photoshop preferred.
- Work well with a team in a fast paced environment.
- Take initiative and work in a proactive rather than reactive manner.
- Ability to adapt to different situations as needed.
- Excellent customer service on phone, email and in store-front.
- Excellent time management skills.
- Handle multiple customers, and conversations at the same time.
- Booking and cancelling reservations according to company policies.
- Basic culinary skills.

Required Experience

Previous office or reception experience.

Position Type/Expected Hours of Work

This is a part-time position requiring 25 hours Monday through Thursday.