



SHIFT MANAGER

Position Summary

The Shift Manager supervises the operations of a shift to ensure that food safety, product preparation, cleanliness and inventory control standards are maintained. This may include scheduling and supervising staff. Exceptional customer service is a major component of this position.

Key Responsibilities

- Crew member performs all tasks and responsibilities of a Sandwich Artist® as outlined in Sandwich Artist® job description.
- Trains newer or less experienced Sandwich Artists™ in their tasks and responsibilities according to the training plan
- Practices inventory control standards.

Conducts daily bread and cash counts and reports variances to management

- Inspects equipment and storage facilities throughout a shift to ensure that equipment is in proper working order.
- Schedules and supervises staff as needed.
- Performs paperwork duties as needed.
- Completes University of Subway® courses as directed.

Prerequisites

Education: High school diploma or equivalent.

Experience: A minimum of 1 year experience in a restaurant environment is preferred.

Minimum Age Requirements: Must be 18 years or older to comply with OSHA standards related to the slicer.

MUST BE AVAILABLE FOR EITHER EVERY DAY SHIFT 6AM TO 5PM INCLUDING WEEKENDS OR AVAILABLE FOR EVERY NIGHT SHIFT 3PM-MIDNIGHT INCLUDING WEEKENDS!!

Essential Functions

Communication and organizational skills.

Physical: Must be able to work any area of the restaurant when needed and to operate a computerized Point of Sale system/cash register (cashier). Position requires bending, standing, and walking the entire workday. Must have the ability to lift 10 pounds frequently and up to 30 pounds occasionally.

Must be able to work nights, days, and weekends as needed.

Shift Leads Tasks

1. Ensures accurate temperatures checks are conducted during each shift.
2. Takes the lead with all initiatives and competitions within the location.
3. Conducts Cash-Ins on each shift.
4. Delegates and ensures that cleaning duties are performed on each shift.
5. Ensures that waste is entered into the POS System
6. Trains new hires according to the training plan
7. Ensures that team members complete University of Subway Training as assigned and is completed prior to the start of a window.
8. Only designated member on shift to conduct voids and refunds.
9. Ensures that daily waste is entered.
10. Ensures bread counts are completed if opening or closing.
11. Manager Serv-Safe Certified as of March 2024 (\$250.00 bonus for completing)
12. Checks dates on all products on each shift that they are assigned to.
13. Ensures that each team member that reports to the shift is in full uniform.
14. Upholds Subway's core values of:
 - a. **Bold:** Challenging the status quo to help accomplish the goal
 - b. **Empowered:** Being empowered to ask "How" am I going to accomplish this goal
 - c. **Accountable:** Making decisions based on information available and then owning up to one's mistakes and making progress daily to hit goals
 - d. **Fun:** People are at the core of our business and making authentic relationships are vital to having a fun and inviting experience on the job.
15. Their bonus is based off the Steritech Inspection. Receives 33% of the Steritech Bonus

Required University of Subway Training:

In addition to being current on all Window Initiative Trainings, they candidates must have the following courses completed:

1. Sandwich Artistry
2. Sandwich Artistry 2
3. Restaurant Slicer Training
4. Global Food Safety
5. Food Safety- Franchisee & Manager
6. Refreshed POS
7. Subway Catering
8. Learning Unlocked
9. Making Learning Stick
10. Bread Baking Basics
11. Beautiful Shops- How To Clean