Franchise Shift Manager

Job Description:

**Franchise** **Shift** **Managers** oversee the staff members for a particular work shift. They act as a pseudo manager when the manager is not on shift, or may take certain manager responsibilities when the manager is on shift. The main purpose is to directly supervise and address issues of staff and customers. Shift managers can work for any type of retail store, whether they sell clothing, home goods, cookware, electronics, tools, or another type of franchised merchandise.

Job Responsibilities:

* Meeting sales goals by training, motivating, mentoring and providing feedback to store staff
* Ensuring high levels of customers satisfaction through excellent service
* Maintain outstanding store condition and visual merchandising standards
* Deal with all issues that arise from staff or customers (complaints, grievances etc)
* Be an example of well behavior and high performance
* Deliver excellent service to ensure high levels of customer satisfaction.
* Motivate the sales team to meet sales objectives by training and mentoring staff
* Respond to customer complaints and concerns in a professional manner.
* Ensure store compliance with health and safety regulations.
* Prepare daily sales reports and reconcile sales drawers.
* Monitor inventory levels and order new items.
* Coordinate activities of store employees
* Address staff issues as appropriate
* Know when to escalate an issue to higher management
* Planning for each shift
* Inventory Management
* Monitoring performance during the shift
* Taking action to ensure the team is meeting McDonald’s standards
* Monitoring food safety, security, and profitability
* Communicating with the next Shift Manager to help prepare him/her to run a great shift, too.
* Shift Managers may also be responsible for meeting targets during their shifts and for helping their assigned Departments meet their goals.
* Daily Maintenance and Cleanliness
* Managing Crew and Training
* Quality Food Production
* Exceptional Customer Service

Job Qualifications:

* High School Diploma or GED required
* Associates in business administration, management, or related field preferred
* Experience as a franchise shift manager

Opportunities as a franchise shift manager are available for applicants without experience in which more than one franchise shift manager is needed in an area such that an experienced franchise shift manager will be present to mentor.

Job Skills Required:

* Knowledge of modern management techniques and best practices
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Good communication skills
* Team Player
* Computer database and productivity software skills required
* Strong understanding of sales and customer service techniques