



JOB POSTING

Position: Stackner Operations Manager
Department: Marketing
Reports to: Chief Marketing Officer
Status: Full-Time, Annual, Exempt
To Apply: [Click Here to Apply Online](#)

Application Deadline: June 26, 2019

Milwaukee Repertory Theater is looking for an Operations Manager to oversee the dining experience in Stackner Cabaret Restaurant and Concessions offerings in two additional theater lobbies. This newly created position is part of an overall management team that includes the Stackner's Events & Inventory Manager and Executive Chef.

The Operation Manager responsibilities include maintaining the restaurant's revenue and profitability goals and ensuring efficient restaurant operations, as well as maintaining high production, productivity, quality, and customer-service standards. To be successful in this role, we are looking for someone with management skills and experience in both front and back of the house operations, a manager who knows how to oversee the dining room, check-in with customers and balance seating capacity. Back of the house management experience is also essential, as this position will work with the Stackner Executive Chef to hire qualified cooks and wait staff, set work schedules, and make sure the Stackner Cabaret complies with health and safety restaurant regulations.

Milwaukee Rep expects the Operations Manager to lead by example and uplift our staff during busy moments in a fast-paced environment. Ultimately, the Operations Manager will ensure the restaurant runs smoothly and customers have pleasant dining experiences.

Major Duties and Responsibilities:

- Hire, supervise and train new and current employees including ongoing staff appraisal and feedback to improve productivity
- Ensure all food safety procedures are strictly adhered to according to sanitary regulations
- Maintain safe working conditions
- Coordinate daily Front of the House and Back of the House restaurant operations
- Organize and supervise shifts
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Working with other members of the marketing team promote the Stackner in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and specials)
- Implement policies and protocols that will maintain high quality restaurant operations
- Create detailed reports on weekly, monthly and annual revenues and expenses including payroll
- Implement innovative strategies to improve productivity and sales
- Uphold the mission and core values of the theater, with a raised consciousness towards equity, diversity and inclusion

With the Stackner Events & Inventory Manager

- Estimate consumption, forecast requirements and maintain inventory
- Control operational costs and identify measures to cut waste
- Manage restaurant supplies
- Coordinate staff and kitchen needs for onsite events

Essential Skills Required:

- Accomplishes company goals by accepting ownership for fulfilling new and different requests; exploring opportunities to add value to job accomplishments
- Outstanding skills in leadership, interpersonal communication, and staff development
- Customer service-oriented: Passion for the guest experience, service driven

- Proven track record in managing a budget and cost controls to optimize profits and ensure success
- Highly motivated, self-directed and results-oriented, with the proven ability to diagnose and implement solutions to complex problems
- Must possess strong communication and listening skills, excellent speaking, reading and writing
- High-energy, and thrive in a fast-paced environment

Qualifications:

- 3+ years' experience in restaurant management
- Experience managing and developing 25+ team members per shift
- P&L, POS, COGS, Developing Budgets, Financial Planning and Strategy, Decision Making, Process Improvement, Strategic Planning, Labor/Scheduling, Training & Team Development, Quality Focus
- Experience in Food Safety + Planning
- Food Safety Certification required (ServSafe Manager's Certification)
- Ability to coordinate multiple tasks such as food, beverage + labor cost while maintaining required standards of operation in daily restaurant activities
- Ability to move throughout restaurant/kitchen and building (standing, walking, kneeling, bending) for extended periods of time
- Ability to occasionally, regularly, frequently move objects (lift, push, pull, balance, carry) up to 15 pounds.
- Experience with Microsoft Office is required
- BS degree in Business Administration; hospitality management or culinary schooling is a plus, but not required
- Ability to work across a vast diversity of ages, skill, and educational/cultural backgrounds. Ability to pass a background check in accordance with state and/or Federal laws
- This job requires evening and weekend work as its primary hours

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When applying, please include a resume and cover letter. For best consideration, application deadline is June 26, 2019. Applications will be accepted on a rolling basis following June 26th until the position is filled.

**Full hyperlink web address (copy and paste in your browser):

<https://jobs.ourcareerpages.com/job/444496?source=ccp&key=s7JmFQte2zSCfxVOtswcMFgu2m%2f75WFbbreXnDrXVsw%3d>

Milwaukee Repertory Theater is committed to creating a culturally diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, or veteran status.