

# LBC SHIFT LEADER JOB DESCRIPTION

## OVERVIEW:

Our welcoming tap room is a key part of our success and it is likely the first experience consumers have with our brand. The shift leader is responsible for directing the tap room operations during their assigned shift. They are the person in charge during the shift and give all necessary directions to tap room staff to ensure tasks are completed according to standard and in a timely fashion. They work closely with and report directly to the Tap Room Manager.

At Labyrinth, we pride ourselves in creating an exceptional work environment. As a member of our team you can expect to be:

- Compensated well and fairly based on responsibilities and position
- Involved in the evolution and growth of the company
- Informed about company decisions and performance as well as your own performance (via performance reviews)
- Empowered to make decisions that are in line with overall company goals
- Trusted to execute your duties responsibly and to be an ambassador of the Labyrinth brand
- Continuously challenged with increased levels of responsibility commensurate with outstanding performance
- Valued and appreciated for your contributions
- Promoted / rewarded for your efforts
- Provided with mentorship and learning opportunities related to craft beer

## SHIFT LEADER TASKS

- Oversee the tap room staff making sure they adhere to policies and perform tasks to standard during the shift.
- Ensure all customer facing areas are clean, organized, and presentable at all times.
- Coordinate staff breaks, cover their position when necessary.
- Direct staff to complete items on the downtime task list during slow periods.
- Walk through the tap room before the start and end of the work day to ensure all items on the opening/closing checklist have been completed.
- Balancing the cash draw at the beginning and end of the shift, alerting the tap room manager of any discrepancies. Log the tips and split amongst the staff.

- Assisting the Tap Room Manager with tasks such as coordinating events, creating social media content, monthly inventory, and more.
- Maintaining a professional demeanor at all times.

#### SHIFT LEADER QUALIFICATIONS

- Previous restaurant/bar or tap room experience
- Available to work full-time (30+ hrs / week), including nights and weekends
- Ability to lift 35-50 lbs, lift cases, and move boxes of various sizes on a periodic basis
- Positive attitude and ability to work with a diverse set of people
- Ability to anticipate and proactively address problems in a fast-paced environment
- Demonstrated leadership
- Aptitude for and desire to learn the mechanical workings of taproom equipment in order to address problems quickly and efficiently
- Basic familiarity with tablet-based POS systems and other web-based / MS Office software
- Grace under pressure
- Ability to supervise, coach and train tap room team, to include organizing, prioritizing, and scheduling work assignments
- Strong communication and administration skills to interact with customers, vendors, and coworkers in a professional manner
- TIPS Certified (or ability to become certified immediately)
- Knowledge of and a passion for craft beer

#### SHIFT LEADER COMPENSATION:

- Hourly wage + gratuity split with FOH staff
- Paid vacation / sick leave
- Eligibility for company Health, Dental, & Vision insurance plan
- Employee discount on tasty beers & cool merchandise
- Starting salary \$15 - \$17/hour based on experience.

#### HOW TO APPLY:

Send your resume with relevant work experience and a cover letter via email to [jobs@LBC.Beer](mailto:jobs@LBC.Beer)