



## POSITION DESCRIPTION

- Job Title:** Supervisor
- Hours per week:** Varies according to weekly roster, depending on restaurant needs and visa restrictions
- Purpose of Role:** Responsible for managing shifts whilst maintaining the highest levels of customer service and ensuring the staff are upholding the Mad Mex values

### **Responsibilities:**

- Making the culture live - Mad Mex mission & values to be the core to everything that you do
- Taking ownership for all elements of the restaurant's performance during the shift
- Shift running & staff supervision
- Ensuring staff are providing excellent customer service whilst also maintaining high levels of customer flow through
- Managing the opening & closing of the restaurant
- Ordering, receiving & rotating stock as well as performing stocktaking duties
- Cash handling/management & banking
- Complying with marketing initiatives (ie sampling and fishing)
- Facilitating training for restaurant staff as well as for new Franchisees and new Managers
- Ensuring compliance with WHS, Food Safety and Liquor Licensing law
- Ensuring compliance with Mad Mex Policies & Procedures
- Updating knowledge via training modules & notices on the online platform & in the restaurant
- Preparing, cooking and serving food and beverages
- General cleaning & dishwashing
- Other duties as required from time to time

### **Requirements:**

- Must be 18yrs or older
- Current RSA Certificate (if restaurant has a liquor licence)
- Current First Aid Certificate (mandatory)
- Current Food Safety Supervisor Certificate (desirable)

### **Key Competencies:**

- Energetic & enthusiastic
- Strong customer service skills
- Excellent communication skills – verbal and written
- Solid shift running ability, with proven experience in similar environments
- Strong interpersonal skills including the ability to establish relationships & build team spirit
- Innovative problem-solving skills
- Proactive & innovative
- Ambitious & committed
- Basic computer skills