

The Loveless Cafe is an iconic restaurant with abundant history in Nashville, and is expanding its operations. Currently, we are seeking individuals with Supervisory experience preferably in the gas station/convenience store atmosphere.

Excellent benefits such as Medical, Dental, Vision, Life Insurance, supplemental insurances, matched 401K/ROTH, Student Loan Payment assistance, Paid Parental Leave and PTO are available for eligible employees beginning as early as 60 days. Promoting from within the company is encouraged and practiced regularly.

### ***Position Summary***

As a **Supervisor** working in our newest convenience store, you'll be responsible for assisting with the day-to-day operations. You will be expected to have flexible availability to support the business operations. The ideal candidate for this position is passionate, determined and driven to succeed. Someone who handles unexpected situations with complete clarity and focus. A positive attitude and dependability are must-have traits to be successful in this role. In this role, you will directly contribute to the inclusive and friendly environment that has helped established our company as the iconic brand that it is today.

Below are the responsibilities required in each area of operation:

### ***Guest & Customer Service***

- Seeks feedback from customers on the food, service, and environment of the store.
- Assists Manager with the operational details that define the overall guest experience.
- Encourages team members to exhibit a strong guest service orientation at all times.
- Intervenes to correct below standard service issues and informs the Manager promptly.
- Happily greets guests when they walk in the door and thank them for their visit as they leave.
- Maintains a positive tone when speaking with others.
- Adjusts communication style to best accommodate the needs of the audience.

### ***Coaching & Developing of Team***

- Leads by example.
- Sets and communicates clear performance expectations and holds staff accountable for meeting the determined performance goals.
- Evaluates performance fairly and consistently across all employees.
- Assists the Manager with making decisions regarding employee development and discipline.
- Handles employee conflicts and disagreements in a constructive and unbiased manner.
- Addresses performance issues in a timely and effective manner, providing constructive feedback for the employees so they can correct the issues and continually improve performance.
- Assists the Manager with identifying strengths and developmental opportunities within the team and addresses them appropriately by providing training, delegating appropriate tasks, etc.
- Assists the Manager in identifying where individual skills can be best utilized, matching the right people with the right roles.
- Provides regular coaching to individual employees on their roles.
- Ensures training standards and procedures are expertly executed.
- Actively acknowledges and recognizes achievements and growth of the team.
- Remains approachable and open to employees' concerns and suggestions.
- Promotes a fun and collaborative work environment; facilitates strong teamwork to achieve common goals.

### ***Operational Processes***

- Oversees and supervises convenience store attendants/Cashiers.
- Assists in performing routine quality checks to ensure freshness, appropriate inventory levels and standards are maintained.
- Ensures a clean kitchen and store environment following safety and sanitation guidelines as set forth by state and federal laws, as well as company policies.
- Maintains interior and exterior image standards and ensures regular maintenance/upkeep of facilities and equipment.
- Holds staff accountable for upholding all company policies and guidelines.
- Assists in proactively managing labor needs and costs relative to sales, trends, and projections.
- Assists in keeping the store staffed and equipped as needed, filling gaps through hiring and training.
- Builds and maintains respectful relationships with staff and key partners such as vendors, owners, etc.
- Uses systems and procedures to monitor progress and maintain efficiency.
- Assists in creating contingency plans to address immediate and unexpected challenges.
- Balances needs in the front of the store with administrative/paperwork responsibilities.
- Monitors daily priorities and short-term initiatives while keeping track of long-term goals.

### ***Other Role Accountabilities***

- Actively participates in routine financial meetings (P&L) as requested.
- Makes short and long-term decisions that positively impact the company's brand.
- Takes ownership for solving problems and follows through to ensure desired outcomes.
- Acts quickly and confidently when needed based on the need and urgency of the situation.
- Displays diligence and persistence in overcoming obstacles.
- Prevents future problems by assisting in developing solutions that resolve root causes.
- Considers how decisions will impact all aspects of the store and reacts accordingly.
- Proactively seeks ways to improve programs and processes to heighten business results.
- Acts as a role model for all elements of the store culture and core values, and consistently models behaviors that drive results.
- Reviews store goals with all employees to ensure desired results are clear and obtainable.
- Assists in analyzing guest satisfaction measures and other critical performance data to develop and execute plans to grow the company.
- Assists with evaluating and monitoring local competition and its impact on the business.
- Works with Marketing to establish visibility to drive sales, traffic, and return visits.
- Remains even-keeled and calm when under pressure, maintaining a controlled, professional manner at all times.
- Successfully manages various priorities without becoming overwhelmed.

***You would be a top candidate for this position if you offer the following -***

- One year of experience directly supervising others, preferably in fast food, retail, restaurant or convenience store environment.
- Excellent attention to detail and takes personal pride in all that you do.
- Strong communication skills; must be able to speak, read, and understand English.
- Excellent interpersonal, guest service and oral communication skills.
- Must have flexibility in schedule to be able to work overtime, including weekends, evenings/nights and special events as needed.
- Ability to lift up to 50 pounds (carrying cases of milk, etc.), perform repeated bending, standing, reaching as needed.
- Have sufficient visual ability to check identification and process credit card transactions.
- Reads each situation and reacts productively to an ever-changing environment.
- Flexible and adaptable to a change.

***Why Join our Company?***

The Loveless Cafe is locally owned and operated in Nashville, which means that every purchase supports local jobs, causes, and community initiatives. Our company has been a part of the Nashville community for generations, and we do our best to give back at every opportunity. To demonstrate, we even have a dedicated Community Relations Specialist on-site! Transparent leadership, competitive benefits and a safe, enjoyable work environment are key drivers in our company culture. We are committed to not only providing a great experience for our customers and community, but also an inclusive space to foster employee ambitions. Our commitment to these core values enable us to cultivate our employees' professional strengths and help each individual achieve their full potential.

*DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.*

*The Loveless Cafe GP is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V*