

**Job Title:** Shift Manager

**Location:** Rapidos Mexican Restaurant  
1205 Branch St  
Platte City, MO 64079

**Position Type:** Part-Time or Full-Time

**Reports To:** General Manager

**Pay:** \$19 - \$23

**About Rapidos Mexican Restaurant:** Rapidos Mexican Restaurant is a vibrant and fast-paced dining establishment known for its authentic Mexican cuisine and exceptional customer service. We are committed to providing a memorable dining experience with high-quality food and a welcoming atmosphere. We are seeking a dedicated and experienced Restaurant Manager to assist in leading our team and ensuring smooth daily operations.

**Job Summary:** The Restaurant Manager is responsible for overseeing the daily operations of the restaurant during assigned shifts, managing staff, ensuring excellent customer service, and maintaining operational standards on site. This role supports the General Manager and Restaurant Owner in achieving financial goals and maintaining a positive dining experience for guests.

**Key Responsibilities:**

1. **Operational Management:**
  - Supervise daily restaurant operations during assigned shifts.
  - Ensure compliance with health, safety, and sanitation standards.
  - Assist in managing inventory levels and ordering supplies as needed.
2. **Staff Management:**
  - Assist in training and supervising restaurant staff.
  - Schedule and assign duties to employees during shifts.
  - Provide feedback and coaching to staff to maintain high performance.
3. **Customer Service:**
  - Maintain a high level of customer satisfaction by ensuring excellent service.
  - Handle customer complaints and resolve issues in a professional and timely manner.
  - Promote a positive dining experience and encourage repeat business.
4. **Quality Control:**
  - Ensure the consistent preparation of high-quality food and beverage products.
  - Maintain the restaurant's cleanliness and ambiance to enhance the guest experience.
  - Implement and oversee quality assurance programs.
5. **Financial Management:**
  - Assist in monitoring sales and controlling expenditures during shifts.
  - Implement strategies to increase revenue and profitability.
6. **Marketing and Promotion:**
  - Assist in executing promotional campaigns and marketing strategies.
  - Engage with the local community and participate in events to boost restaurant visibility.
  - Utilize social media and other channels to promote the restaurant.

**Qualifications:**

- Experience in the restaurant industry.
- Strong leadership and organizational skills.
- Excellent communication and interpersonal abilities.
- Solid understanding of restaurant operations and customer service principles.
- Ability to work in a fast-paced environment and handle multiple tasks.
- Proficiency in restaurant management software and MS Office Suite.
- Bilingual (English/Spanish) is a plus

**Education:**

- A high school diploma or equivalent is required.
- Associate's or Bachelor's degree in Hospitality Management, Business Administration, or a related field is preferred.
- Relevant certifications in food safety and restaurant management are a plus.

**Benefits:**

- Competitive hourly wage.
- Flexible work schedule.
- Employee discounts on meals.
- Opportunities for professional development and career growth.

**How to Apply:** Interested candidates should send their resumes and cover letters outlining their qualifications and experience to [info@rapidosmex.com](mailto:info@rapidosmex.com) with the subject line "Restaurant Manager Application—Rápidos Mexican Restaurant."

Rápidos Mexican Restaurant is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.