

Restaurant Office Manager

About Monuts: Monuts is a 100% from scratch restaurant and bakery located in Downtown Durham. Started in 2011 as a donut-peddling tricycle, Monuts has expanded into a 34-employee restaurant selling breakfast and lunch seven days a week.

About the Office Manager: As we continue to grow our operations and employee count, we seek an Office Manager to manage all administrative duties of Monuts. The Office Manager works (mostly) behind the scenes to ensure continued profitability by conducting all human resources, bookkeeping, catering sales & logistics, and operational support duties as needed. The Office Manager collaborates with the front of house manager, kitchen managers, and ownership team to create an environment rich in good food, good jobs, and good hospitality.

Job Tasks and Responsibilities

Human Resources

It's important that this person develop strong working relationships with the entire Monuts team. To effectively execute HR tasks, it's imperative that this person know the people they are working with. From day one, they should work hard to build trust and rapport with area managers and hourly employees. We expect this person to have a **high level of emotional intelligence** and the ability to uphold and **promote the highest level of workplace ethics**.

- Audits timesheets, allocates tip pool, calculates paid time off, and processes payroll
- Administers benefits (health reimbursement arrangement; SIMPLE-IRA)
- Writes and publishes weekly schedule with consultation from area managers
- Approves or disapproves time off per company policies
- Advertises job vacancies, culls applications, and schedules interviews after selection by area managers
- Conducts new hire orientations and ensures all onboarding protocols are being followed correctly
- Schedules and documents all hourly reviews and evaluations in conjunction with area managers
- Sits in on all evaluations as secretary and HR representative
- Maintain employee files and tracks employee progress toward completion of training goals
- Ensures all employee separations are conducted in compliance with company policy and are appropriately documented
- Organizes and documents weekly and monthly meetings with area managers and owners, in addition to quarterly meetings with all department members
- Manages conflict mediation and disciplinary action as needed
- Assists in the evaluation of salaried managers
- Sends announcements and policy memos to staff
- Periodically reviews and updates our Employee Handbook

Online Presence and Brand Management

Some part of Monuts' success stems not only from our ability to connect with consumers in person at the shop, but also online through correspondence and social media presence. How we portray ourselves to the public is important and social media postings are the entirety of our advertising efforts. Ideal applicants will be tech savvy and well-versed in how to use Instagram, Facebook and Twitter to market independent restaurants. They must be good at taking photos and finding a social media voice that complements the brand already created for our company. Additionally, they will become the primary outside-the-dining-room liaison between Monuts and the public by responding to customer inquiries (and complaints) and maintaining the

relationships we've already forged. Although there are some technical skills required to this job well, we believe that **being a strong communicator** is paramount. The person should be equally skilled at listening and interpreting non-verbal communication as they are at verbal and written word.

- Regularly posts to Instagram, Facebook and Twitter (minimum 4 posts a week) highlighting different aspects of our business, business practices, and products. Posts must be dynamic and interesting, and ideally, applicant will be able to find their own voice that complements the existing style and tone of our company.
- Maintains online store (Square) and ensures items are properly described, priced and photographed
- Responds to customer inquiries and complaints via e-mail and social media. Investigates complaints with appropriate area managers.
- Updates website using WIX. Develops ordering forms for holiday catering, blog posts for special announcements and other content as needed.

Bookkeeping

To run efficiently and remain profitable, our books must be kept in tip-top order at all times. Although bookkeeping won't take up a ton of your time, the jobs associated with it are fundamental to the well-being of our business and will require a detailed eye, an **aptitude for numbers** and familiarity with **Microsoft Excel**, **QuickBooks** and standard industry reporting like **P&L**, **labor cost**, and **food cost**.

- Manages accounts payable and processes invoices by due date
- Audits sales and prepares weekly and monthly sales reports. Uses this data to help departments set pars, minimize waste and prune menu
- Prepares financial projections
- Prepares cash deposits and change orders
- Processes petty cash and employee reimbursement requests
- Prepares and submits monthly sales tax filings
- Input all receipts and payments in QuickBooks; reconciles all accounts

Planning and Organization

At a restaurant like ours, there's always more to be done, and our dream hire would be excited about and invested in the success and growth of Monuts *almost* as much as we are. As much as we'd like to say that the list of job duties above is exhaustive, the truth is that the demands of managing Monuts are constantly changing. The Office Manager's ability to thrive is more about **attitude** and willingness to jump in where needed than it is about being particularly great at any single thing. We are seeking applicants who are **self-directed, analytical, and team-oriented**. The job will evolve as Monuts continues to grow, but **strong character, excellent work ethic** and a **willingness to help** out wherever needed are at the top of our requirements. In addition to big picture thinking, there are a few basic tasks that keep us afloat that range from making signs to scheduling maintenance and repairs. The following list, though not exhaustive provides examples of the errant jobs you might encounter as Office Manager. Basic **organization, scheduling and administrative** skills will come in handy.

- Assists management team in formulating, documenting, and implementing plans for special projects
- Assist any department in whatever capacity you can, even if that means running food for an hour to get through a busy spurt
- Works with Lindsay and Rob to strategize and plan for the future of Monuts
- Ensures all required licenses and third-party inspections are up to date
- Schedules vendors for equipment repair and maintenance from list of approved vendors

- Creates documents, signage and support materials in consultation with other departments
- Updates and prints menus and bakery case labels
- Stays up-to-date on local and national restaurant happenings and trends paying special attention to changing policies and how they would/could affect Monuts
- Plans staff events and trainings

Catering

In pre-Corona times, about 5% of our sales came from catering and advance ordering. Although small, revenue generated by catering ensures company profitability and increases operational efficiency. These orders are coordinated from the office and then distributed to the kitchen, bakery and FOH to ensure timely and accurate order fulfillment.

- Prints incoming catering orders, maintains calendars, and accurately files upcoming orders
- Writes sell sheets for each day and distributes to department staff
- Responds to emailed catering inquiries, prepares invoices for custom orders, and tracks payment on special orders
- Performs catering deliveries in company vehicle during regularly scheduled work hours (typically less than 5 deliveries per week)

Inventory Management

In order to make food, we need ingredients delivered on time from our various vendors! We prefer not to run out of things so that our menu can stay consistent and predictable for our customers. As Office Manager, you will be responsible for updating **par sheets**, **placing orders** and maintaining the physical space used to store dry goods and disposables. Although inventory is a straightforward task, we have found that people who are highly organized and have a knack for forecasting needs do better than those that don't. Being good at inventory maintenance means you're good at **planning**—instead of reacting to needs, you anticipate them.

- Supports area managers by inventorying and ordering specialty ingredients, beer, wine, liquor, and disposables (papergoods)
- Limited hand shopping of items as required (once-a-week trips to Costco, monthly trips to liquor warehouse)
- Improves restaurant profitability by conducting quarterly price reviews on all high-volume items
- Orders restaurant smallwares, office supplies, etc on an as needed basis
- Works with department supervisors to identify gaps in sourcing and then identifies possible vendors to fill those voids
- Maintaining relationships with key vendors

Required Qualifications

- The ideal candidate will have an employment history that demonstrates progressively advancing human resources, office management, or bookkeeping experience
- Although this is an office management position, the ideal candidate would be familiar with restaurant operations and have recent (within the last 10 years) experience in a food, beverage, or hospitality setting in any capacity
- Exemplary written and verbal communication skills that demonstrate a high level of emotional intelligence
- Ability to work independently and with minimal supervision. Although you are part of large team, we hate micromanaging people (especially managers), so we're looking for someone who is self-directed.
- Ability to prioritize needs, create action plans, and get things done in a rapidly changing environment

- Strong attention to operational and administrative detail
- Proficient Quickbooks, Microsoft Excel, Google Calendar, and other office support software
- Team player with a positive outlook, creative approach to problem solving, and the desire to help out anywhere they can to keep Monuts operating at full capacity
- Must be over 21 and have a driver's license with clean driving record.

Compensation

\$45,000 to \$55,000 per year, dependent on experience. The Office Manager also receives access to a retirement savings plan, a health insurance reimbursement program, 2 weeks paid time off, additional paid holiday closures at Christmas and Thanksgiving, and annual bonuses based on store profitability.

This is a full-time (40 – 45 hours per week) position, with a schedule of 7AM to approximately 3:30PM Monday through Friday at our restaurant located in Downtown Durham.

To Apply

Please send a cover letter and resume to monutsishiring@gmail.com.