



## Position Description

### ASSISTANT RESTAURANT MANAGER

Reports to: General Manager

---

Located in Auburn, AL, a charming college town and home to Auburn University, Lucy's is a modern American neighborhood eatery offering seasonal contemporary fare. Lucy's menu is filled with locally sourced food that is made from the heart and served from the heart. We are shared plates, award-winning cocktails and a killer wine list with wine on tap. Lucy's radiates good vibes only!

We were recently awarded “Emerging Small Business of the Year” in the State of Alabama by The Chamber of Commerce Association of Alabama and the Business Council of Alabama. Additionally, our Head Barman was recently awarded Best Bartender in the State of Alabama through a rigorous competition sponsored by Old Forester and that Alabama Restaurant & Hospitality Association.

We are searching for a committed, proactive Assistant Restaurant Manager who would enjoy working in an exciting, fast-paced environment that is dedicated to ongoing excellence. This is an excellent opportunity to be a part of an organization that believes our team members are our most important asset. We take great pride in selecting individuals that will help us to achieve our mission of being one of the most well-known restaurants in the South.

### Auburn, Alabama

Enjoy the lifestyle of a charming college town, home to Auburn University, ranked in MONEY's “Top 100 Best Places to Live”, with short commutes, no traffic, high-ranking public schools and exciting growth!

### Primary Functions:

Assist the General Manager with the management of the daily operations of LUCY'S restaurant. To be successful in this role, you should be familiar with restaurant operations and have an excellent understanding of taking care of guests. You should appreciate the difference between “hospitality” and “service” and have developed a genuine passion for the industry and be available to work within opening hours, including weekends and holidays. Ultimately, you will help minimize operating costs, boost our employee retention and deliver a positive dining experience for our guests.

### Responsibilities

- Manage equipment inventory and PARS, calculate future needs in equipment
- Manage and store vendors' contracts and invoices
- Oversee Special Events Coordinator and assist in the growth, development and operation of catering sales
- Create and execute special events & promotions
- Coordinate marketing and communication of above
- Coordinate communication between front of the house and back of the house staff
- Prepare shift schedules
- Assist in processing payroll for front of house staff, calculate tip-out, and manage employee hours according to forecast & budget
- Supervise front of house staff and provide assistance as needed
- Keep detailed records of daily, weekly and monthly costs and revenues
- Arrange for new employees' proper onboarding (scheduling trainings and ordering uniforms)
- Monitor compliance with safety and hygiene regulations
- Gather guests' feedback and recommend improvements to our menus



## Requirements

- Work experience as a Restaurant Assistant Manager or similar role in the hospitality industry
- Familiarity with restaurant management software, like RESY, TOAST, GATHER, HOT SCHEDULES
- Good math and reporting skills
- Excellent guest service attitude
- Communication and team management abilities
- Availability to work within opening hours (e.g. evenings, holidays, weekends)
- High school diploma; additional certification in hospitality is a plus

In addition, we look for the demonstration of the following key attributes:

- Positivity
- Attention to Detail
- Excellent Organizational Skills
- Exceptional Work Ethic
- Timeliness & Dependability
- Guest Centricity
- Adaptability
- Ability to Work as Part of a Team

## BENEFITS

- Health, Dental, and Vision Insurance
- Life Insurance
- 401K
- Flexible Spending Account

\*Waiting period required for all new employees / waiting period varies by benefit



# *Lucy's* FAMILY VALUES

At Lucy's we are built on trust, honesty, and integrity and are passionate to our core. We share a love of serving others from the heart and strive to cultivate a warm, welcoming atmosphere for all. We create rich and memorable experiences by focusing on building lasting relationships with guests, employees, and our community. We cultivate dreams and have fun in the process. We love creativity and especially Love One Another (John 13:34). We have high standards of excellence and believe that teamwork is crucial to our success. We are committed to our "House Rules" and live by our motto:

*good  
vibes*  
—  
ONLY  
—

Lucy's  
EST. 1999

# Lucy's HOUSE RULES

**DELIVER FLAWLESS SERVICE & PRODUCT**

**RESIST NEGATIVITY**

THINK "POO" (POSITIVE. OUTCOMES. ONLY.)

Love our guests and one another

**CELEBRATE SUCCESS**

▶ **BE HAPPY  
HELPFUL  
& KIND**

create a connection

If you wouldn't serve it to your mama...

**ASK FOR HELP**

**RESPECT PRIVACY**

**KNOW YOUR STUFF**

Offer warm welcomes & fond farewells

SAFETY FIRST:

**"PROTECT THIS HOUSE"**

Own Your Actions

**BE FRESH AND FLIRTY NOT FOUL & DIRTY**

**BE TRUE TO YOUR WORD**

**MIND YOUR MANNERS**

**MAKE IT RIGHT**

**ONE TEAM ONE DREAM**

If you mess it up clean it up

▶ IF YOU'RE EARLY YOU'RE ON TIME, ◀

IF YOU'RE ON TIME YOU'RE LATE ◀

**SMILE OFTEN**

**KEEP IT FUN**

Possess a Sense of Urgency

create **WOW** moments

**Embrace Individuality**

**ANTICIPATE NEEDS & EXCEED EXPECTATIONS**

**Consistency is Key**

**PRACTICE GRATITUDE**