JOB DESCRIPTION

| **TITLE** | GENERAL MANAGER/SUPERVISOR | | |
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| **Reports To** | [Insert Title] | | |

**Job Purpose**

A General Manager improves efficiency and increases departmental profitability while managing company operations. They set policies, operations, and budgets. They also oversee hiring staff, running budgets, and customer-attracting pricing promotions. The ideal General Manager is a leader by example with excellent organizational and communication skills. .

**Duties and Responsibilities**

Overall Responsibilities:

* Scheduling and directing the activities of department supervisors
* Ensuring that supervisors run their departments effectively and in line with departmental objectives.
* Conducting effective and timely performance evaluations
* Managing employee discipline and termination in accordance with business policy and as required.
* Coordinating with supervisors to set performance evaluation goals and criteria for assigned personnel.
* Ensuring that each department has sufficient personnel to achieve its objectives.
* Assisting departmental supervisors with schedule preparation.
* Assisting departments with the drafting of their budgets.
* Keeping and maintaining relevant employee and production records.
* Assuring compliance with company policies and safety standards by assigned departments.
* Responding to employee issues and complaints in coordination with human resources
* Communicating information from upper management to employees and vice versa.
* Performing other related duties

**Qualifications**

* X years of experience as a general manager or in a comparable administrative position
* Must be in good standing with [insert professional body]
* Knowledge of business processes and activities (finance, HR, procurement, operations, etc.)
* Proven competence with planning and budgeting
* Strong understanding of cost and labour systems that lead to profitability.
* Bachelor’s Degree in Business or equivalent subject; an advanced degree
* Master’s Degree is a plus
* Proficiency in Office applications and related software (insert software e.g., ERP, HRIS, employee scheduling software)

**Core Competencies**

* Sound judgement with the ability to make timely and sound decisions.
* Works well under pressure and deals with stressful situations during peak business levels.
* Excellent communication skills
* Excellent interpersonal skills
* Exceptional organizational and leadership abilities
* Problem-solving aptitude
* Superior analytical skills

**Working Conditions**

* The full-time position works [INSERT SCHEDULE e.g., 8 a.m. to 5 p.m. Mondays through Fridays]
* The [part-time position works [INSERT SCHEDULE e.g., flexible schedule]
* Typically work indoors, but may on occasion work outside.
* Overtime and hours outside of typical working schedule may be required
* Some travel may be required