



General Manager/Cook

The General Manager/Cook at Barrel and Basket is a key leadership role in a small, entrepreneurial corner store whose brand is built on service to the community, customers and staff and is inspired by the notion that cooking is love made visible and being loyal to local. We are looking for one exceptional individual to support the owner in the daily business operations of this growing, multi-faceted business. This role requires a dynamic and hard working individual who is keenly interested in creating a warm and inviting customer experience through both a retail and menu/kitchen lens and to maintaining professional standards of process, efficiency and quality.

Key Goals Overview:

The General Manager/Cook goal is to provide thoughtful and hands-on leadership to the entire staff while delivering great and friendly guest experiences, and ultimately ensuring that every aspect of Barrel & Basket runs like a well oiled-machine with growing sales and profitability. Working closely with the owner, the General Manager implements the overall business goals of all product lines with a particular focus on kitchen operations and sales. This will include creating and implementing menu offerings utilizing Toast Menus, Catering, Retail and Marketing platforms. They will work closely with the owner to create and market all kitchen-based products and continually assess and improve upon the overall customer experience, menu offerings and quality as well as support staff and system efficiencies to ultimately grow sales and profitability for the entire operation. This position will receive growth and bonus opportunities as Barrel & Basket improves in profitability and sustainability.

Key responsibilities:

- Overall Operations: Oversee the store's daily operations, with a focus on our menus and in the kitchen, but also handling administrative tasks, managing P&L, and ensuring everything runs smoothly. We expect this position to be available Monday through Friday from 8am to 4pm with four to six weekend shifts throughout the year.
- Customer Experience: Set the tone for a warm, inviting, and delicious guest experience, leading by example in service standards.
- Brand Knowledge: Stay informed about Barrel & Basket brand and menu including photographing meals and mealkits, suggesting events and enhancing our brand value and loyalty.

- Customer Care: Address and resolve customer complaints with a solution-focused approach.
- Quality Control: Oversee food and beverage preparation to ensure consistent execution of menu items and specials.
- People Management & Team Development: Collaborate with the owner to ensure smooth onboarding, enjoyable and productive work days, as well as policy enforcement and employee record management.
- Compliance & Safety: Ensure kitchen operations meet all health and safety regulations from prep to service and delivery.
- Inventory Management & Cost Control: Order supplies, track inventory, and ensure readiness for high-volume periods, with an eye to controlling food, labor and other costs.
- Additional Tasks: Take on special projects or challenges as needed to support the organization's success.

Qualifications:

- Excellent communication skills and customer-service focus.
- Serv Safe Food Protection certification highly desired; required within six months.
- Proficient in POS systems, with Toast experience a plus.
- Experience leading teams in customer service and in complex and dynamic production environments.
- Strong ability to work in fast-paced environments and manage multiple tasks.
- High school diploma or GED preferred.
- Accountability in cash handling and attention to detail.
- Ability to stand for long periods and lift up to 50 pounds and work for periods of time in a walk-in refrigeration.
- Driver's license and access to a vehicle required to fulfill job duties.

Compensation and Work Environment:

We are a family-owned, highly entrepreneurial corner store and see the General Manager as a committed partner in the growing success and sustainability of Barrel and Basket. This is a competitively compensated full time position, beginning as hourly (with overtime available) and three weeks paid leave, a bonus structure and professional development opportunities. In the future, we anticipate moving to a salaried position with additional benefits. This is mainly a weekday position, covering 8am to 4pm, with a willingness and availability to assist on weekend shifts covering for vacation and during the busier season, September through December. Salary equivalent to 50-65k. This is a hands-on role for a creative and hard-working, local-food-loving person who finds joy in creating community and supporting small businesses.