

**Subject:** 172703 Official Communication: MI Employment Opportunities from Human Resources

## **Official Communication for March 27, 2017**

**Employment Opportunities from Human Resources**

**MOOSE INTERNATIONAL, INC.**

**Operations Manager – Company Store**

**GREAT OPPORTUNITY TO EXERCISE CREATIVE MANAGEMENT SKILLS IN THE  
RESTAURANT/BAR INDUSTRY  
AND  
CREATE A VIBRANT AND SUCCESSFUL OPERATION.**

Reports To: Assistant Director of Membership – Field Operations

Location: Elgin, Illinois

### **GENERAL SUMMARY:**

As an agent for the lodge, the Operations Manager will manage the lodge's revenue, profitability and quality goals, especially in, but not limited to, the Social Quarters. This individual will ensure efficient food/beverage/event operations, as well as maintain high production, productivity, quality, and customer-service standards.

The Operations Manager will report to the Assistant Director of Field Operations, Membership Department, with additional input and consultation from other field staff members with specific franchise or food service operation experience.

### **ESSENTIAL JOB FUNCTIONS:**

- Social Quarters' management
- Hiring, evaluation and firing of lodge home staff
- Training of lodge home staff, including TIPS
- Nurturing a positive working environment and leading by example
- Filling-in for staff during shortages or high-volume events, as needed
- Menu selection and special event catering
- Social Quarters' entertainment and events
- Operations of any legal gaming and/or vending operation within the lodge home, excluding  
bingo, when operated as a fraternal program
- Estimating consumption, forecasting requirements and maintaining inventory for the lodge home

- Controlling costs and cutting waste
- Verifying and authorizing payments to vendors and government agencies
- Updating or obtaining all licenses and insurance policies
- Maintenance of the lodge home and all property owned by the lodge
- Renting and catering of any room or facility on lodge property
- Coordinating events & equipment for functions run by other areas of the Order within the lodge
- Any outside promotion and advertising
- Oversight of the lodge newsletter, website or social media
- All financial reconciliation for the lodge, including all info required for an audit of the lodge books
- Developing/conducting a financial report to be delivered regularly during the membership meeting
- Serving on the lodge Board of Officers
- Other duties as assigned

#### **SUPERVISORY REQUIREMENTS:**

The Operations Manager, as an agent for the lodge, will directly supervise the lodge employees and volunteers including hiring, training, evaluation and discipline.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Hospitality background in a manager (or similar) position with requisite skills
- Experience in foodservice operations
- Strong leadership and people skills
- Self-motivated and results oriented
- Effectively expresses ideas and facts in a succinct, organized manner
- Makes clear and convincing oral presentations
- Supervisory skills with the ability to manage, develop, motivate and mentor others
- Ability to persuade others, gain cooperation, and influence outcomes as well as foster commitment and team spirit
- Adaptable to new information and ideas, changing conditions, unexpected obstacles and different leadership styles
- Experience recruiting and training volunteers

#### **MINIMUM REQUIREMENTS:**

- High school diploma or equivalent; Associate's/Bachelor's degree in business, hospitality or similar preferred
- Culinary school diploma preferred, not required
- Demonstrated career experience in customer service management
- Proficiency in English required; bi-lingual in Spanish preferred
- Valid drivers license with good driving record
- Knowledge of Moose laws, policies and procedures, or ability to learn
- Basic computer skills with knowledge of Windows XP, word processing and spreadsheet software. MS Office Suite and QuickBooks Pro preferred

- Proficiency in Point of sale (POS) software, inventory software, Restaurant guest satisfactory tracking software etc.
- Previous supervisory experience in a foodservice environment is preferred
- **MUST BE BONDED OR ABLE TO BE BONDED** for liquor retail and serving

**COMPENSATION AND BENEFITS:**

- Annual salary dependent on experience
- Incentives/bonus for achieving business goals
- Free Basic Life, AD+D, Short and Long Term Disability
- Excellent benefit options: BCBS medical, Guardian dental, vol. life, vol. vision, accident and critical illness
- Paid time off: personal time, vacation and 10 paid holidays annually
- 401(K) availability with company contributions and match after 1 year

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

**RESUMES/LETTERS OF INTEREST SHOULD BE DIRECTED TO:**

**Barbara Irving, Director of Human Resources**  
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