**Assistant General Manager, PDX Market**

*Come join the Tillamook Team where our philosophy is “Do Right By Every Bite.”*  *As an independent farmer-owned cooperative, we have been guided by good, honest values since 1909. We believe in putting quality over profit, natural over artificial, and that hard work can never be outsmarted. We’re taking a stand for real food, because everyone deserves better.*

*We invite members of all diverse communities to join our workforce. At Tillamook, we believe that inclusion and diversity are central to our cultural strategy. In order to achieve our growth ambition and compete and win in the marketplace, we believe we make better decisions and build stronger teams when we invite and rely on diverse perspectives, thoughts, backgrounds and cultures into our work and to fuel our innovation and growth. To us this means creating a climate of inclusion where all employees feel valued and a sense of belonging.  We believe this will make us a better consumer brand and employer.*

**About you:**

What does real food mean to you? Is your favorite dish a cheesy casserole? Perhaps a decadent and indulgent ice cream? Either way, your identification with food is important to us. People who fit well here at Tillamook have a commitment to quality in everything they do. Our team members understand our vision, contribute to our mission, thrive on innovative thinking, hard work and good, honest values.

**About us:**

Our team members understand our vision, contribute to our mission, thrive on innovative thinking, hard work and good, honest values. We live by these shared values: We are Good Stewards, We believe in Uncompromising Quality, We work as One Team, We Play to Win, and We Genuinely Care for each other.

**What you will do:**

The PDX Assistant General Manager is a member of the Tillamook Direct Commerce team and reports directly to the PDX General Manager. The PDX Assistant General Manager will support in all aspects of operation, including restaurant, ice cream, and retail to achieve outlined business success. This position will integrate into team’s daily lives at work, understand challenge themes, and create and implement solutions for success. This position maintains and motivates team on Tillamook’s Shared Values and company standards, creating a world-class guest experience and providing a safe and respectful environment for guests and employees alike.

Selecting top talent and onboarding/training new employees; following, and ensuring that all employees follow, all personnel rules, policies and/or collective bargaining agreements; holding employees accountable for performing their daily duties and demonstrating appropriate workplace behaviors; providing continuous feedback, coaching, and timely effective discipline when necessary; evaluating, monitoring and providing regular feedback on employees’ performance; tracking employees’ attendance and verifying accuracy of daily timekeeping records; holding effective, regular, team meetings; demonstrating financial responsibility by protecting the employers’ financial interests; and serving as role model by demonstrating professionalism, honesty, integrity, ethical behavior and living our company values.

**Here’s a day in the life:**

* Assist in the complete PDX Airport Tillamook operation.
* Working collaboratively, celebrate employee wins, provide regular recognition, and encourage recognition of success by all team members.
* Integrate into team’s daily lives at work, understand challenge themes, to create larger strategies and implement for success.
* Assist General Manager in daily operations in the store location, ensuring adequate coverage to serve customers. Act as cashier, stocker, cook etc. as needed.
* Ensure staff is accountable for accurate cash management procedures.
* Understand and ensure legal requirements are met by employees in regard to SIDA Badging, food handlers’ cards, OLCC requirements, etc.
* Work with the Port of Portland to ensure location compliance in the daily operation.
* Work closely with employees to provide regular, candid and honest feedback to ensure their success. Ensure teams understand how performance is evaluated at Tillamook.
* Performs all non-revenue generating tasks as required such as, expense control, loss prevention training, etc.
* Engage team to drive business, lead talent initiatives to foster a culture that is customer centric.
* Communicates clear expectations and holds team members accountable to Tillamook’s Shared Values, performance, and behavior standards.
* Confront and resolve difficult situations in a proactive, objective, professional, and solution-oriented manner.
* Embrace change by being open to new ideas and different approaches.
* Demonstrate awareness of financial impacts of decision making.
* Share product knowledge enthusiastically and accurately to increase sales and elevate service.
* Build professional and respectful working relationships with other airport vendors.
* Working cross functionally, partner with direct reports, P&C Talent team to execute on recruitment strategies, including interviewing, placement, and training of new hires as appropriate.
* Support and facilitate business objectives through training, communication, and motivation.
* Partnering with People & Culture representatives, own employee fact finding sessions in a fair and consistent manner, with strong, solution-oriented results
* Trains staff to provide a consistent guest experience through friendly, knowledgeable, and efficient service utilizing TCCA’s Retail/Foodservice guidelines.
* Manage employee operations functions: timely timecard approvals, correct scheduling, vacation approvals, etc.
* Working with direct reports, ensure signage & menus are accurate and updated, recipe specifications are correct and menu costs are accurate.
* Be present for and participate in inventories.
* Attend meetings as required by the Port of Portland and TCCA and/or attend in the absence of the General Manager.
* Ensures a clean, organized, safe and respectful environment for guests and employees.
* Helps maintaining visual presentation directives as communicated by leadership. Identifies, develops, and trains existing talent to present visually compelling ideas consistent with Tillamook’s Retail/Foodservice standards and guidelines.
* Flexibility on working on multiple projects simultaneously to meet deadlines.
* Manage inventory levels monthly and assist with product ordering, as needed.
* Exercise independent judgement and critical thinking skills regularly.
* Exercise confidentiality in all matters as appropriate.
* Build and maintain effective relationships with employees and guests to align and support execution of retail specific business results.
* Communicate effectively with individuals, groups, management, and the general public.
* Maintain appropriateness of uniform and appearance in accordance with Tillamook’s Shared Values and policies.

**Working Conditions:**

Can be noisy and crowded. Building is temperature controlled and well lighted. Requires standing entire shift, walking, and climbing ladders in storeroom. Going in and out of cold/freezer storage is required. Duties may include repetitive motion of hands and lifting up to 25 pounds. Frequently stand, walk use hands and fingers to handle or feel. Occasionally required to reach with hand and arms, climb or balance, stoop, kneel, or crouch

**Knowledge, skills, and abilities:**

* 3 years minimum supervision/management experience
* 3 years cafe, QSR and/or full-service restaurant experience
* Demonstrated ability to manage employees of all backgrounds, skillsets and engage for career growth
* Demonstrated ability to effectively plan and execute strategies
* Demonstrated ability to effectively prioritize and time manage
* Possess the ability to read, write, and interpret instructional documents such as reports and procedure manuals. Excellent written and verbal communication skills
* Demonstrated intermediate computer literacy with knowledge of Microsoft Word, Outlook, and Excel, SharePoint, and POS systems

**Additional Position Information:**

* Food Handler’s Card certification
* ServSafe Certification required
* Alcohol Servers Permit required
* Driver’s License required
* Open and flexible availability
* Must be able to pass 10-year background check for airport security clearance
* Must be able to acquire SIDA Badge for Port of Portland/PDX Airport
* Physical requirements: Long periods of standing, walking, and lifting 25#

**Industry leading benefit and reward programs:**

We offer outstanding benefits to our employees. For more information, please visit the careers page: www.tillamook.com/careers.

We are committed to creating a diverse culture and inclusive conditions where all employees are heard, valued and feel a sense of belonging.  We rely on different perspectives, thoughts, backgrounds and cultures to inform our work, to help us be better as a brand and as an employer and to fuel our success.  We are seeking talent from a wide range of diversity, perspectives and backgrounds to join our exceptional organization and help us build our future.

*Tillamook County Creamery Association (TCCA) is a Drug-Free Workplace.*  *Tillamook is an equal opportunity employer and does not discriminate on the basis of race, national origin/ ancestry status, marital status, gender, sexual orientation, protected veteran status, disability, age or any other status protected by federal, state or local law.*