

# Job Description

**Job Title:** Crew Chief

**Reports to:** Rally Leader

**Position type:** Full-time salaried (schedule of 40 hours per week)

## Overview

At RIDEMAKERZ, the Crew Chief is accountable for the overall success of our workshop. They are responsible for directing and leading a team of dynamic individuals to achieve the company objectives in regards to WOW guest experiences, WOW crew member experiences, and meeting sales and profitability goals set forth by the company.

The Crew Chief establishes and maintains superior professional standards in the areas of sales generation and growth, guest service, crew member management and development, store operations, visual presentation, and inventory management.

The Crew Chief envisions themselves as the business owner and ensures that the workshop demonstrates and upholds the values and vision of the company at all times.

## Accountabilities

- Leads the team in all areas of the business including, but not limited to, guest experience, crew member experience, sales and profitability. Ensures the workshop achieves a high level of guest satisfaction to reflect consistent, superior service.
- Maximizes profitability through sales generation and growth. Ensures that the workshop achieves comp sales and/or sales plan all the while delivering sales metric performance in line with the company expectations. Sets challenging goals that influence, motivate, inspire and guide others to follow that direction.
- Manages payroll and timekeeping procedures. Audits and corrects daily and weekly punches.
- Tracks and analyzes sales trends in order to accurately forecast labor usage and supply expense. Prepares weekly schedules to meet the needs of the business and maximize the productivity of the store. Orders supplies based on business needs.
- Models behaviors and energizes crew members as a Floor Leader to ensure proper floor coverage, quality guest service, completion of daily tasks and adherence to company standards. Provides clear and effective direction to the team and delegates effectively. Enforces all RIDEMAKERZ policies and procedures as they relate to guests, crew members and overall operations of workshop.
- Confronts and addresses performance issues or conflicts in a timely and consistent manner. Uses good judgment and partners with Rally Leader to make necessary decisions within the company's guidelines.
- Identifies, recruits, hires and retains candidates to meet store needs. Partners with Rally Leader to identify store ongoing and seasonal staffing needs and maintains a bench of qualified candidates (internal and external) that can quickly fill the store needs.
- Trains and develops crew members to achieve successful results in execution of guest service, sales, merchandising, and operational goals. Responsible for ensuring all crew members are trained to RIDEMAKERZ standards through proper planning and follow up.
- Holds crew members accountable for their performance and development. Provides all crew members with timely and consistent feedback and coaching.
- Understands and ensures compliance with all Federal, States, and/or local laws and regulations that govern the store operation and labor practices.
- Completes start of day procedures when opening and end of day procedures when closing to ensure store is Grand Opening ready at all times.
- Processes guest transactions, performs register functions and follows RIDEMAKERZ cash management policies and procedures.
- Operates and maintains Point of Sale, Personalize, and backroom computers in accordance with RIDEMAKERZ policies and procedures.
- Maintains daily awareness of merchandise in stock, current marketing campaigns and promotions. Ensures timely processing and merchandising of incoming and outgoing shipments. Communicates any issues to Rally Leader and/or the Garage.
- Maintains impeccable housekeeping and maintenance standards through proper training and delegation.
- Executes visual presentation standards using RIDEMAKERZ visual standard guidelines and store presentation tools.
- Communicates clearly and effectively both verbally and in writing. Maintains a positive and motivational style in all communication and actions to promote productivity and ownership.
- Communicates regularly with Rally Leader.

## **Qualifications**

- Two to four years of total store management experience with a proven, successful track record in a customer centric business, preferably in specialty retail or restaurant business.
- Minimum of high school diploma or GED equivalent. College degree a plus.
- Is ambitious and success oriented.
- Exceptional leadership and selling skills.
- Models personal and professional integrity
- Excellent interpersonal communications skills, including verbal and written communication.
- Balances the appropriate levels of warmth and dominance in his/her management style.
- Attracts and recruits solid candidates for all positions.
- Proven success with training and developing associates in order to maximize their potential.
- Organized and planful; pays attention to details.
- Is flexible and adaptable in a fast paced work environment.
- Fosters a high energy environment and demonstrates an appreciation for children of all ages.

**Job descriptions are used for informational purposes only, are not to be considered all inclusive of responsibilities within a position, and may change periodically with or without notice. In addition, we reserve the right to add, delete, change duties, formally or informally, verbally or in writing, at any time for any position. Job descriptions do not alter the at-will policy of the Company, meaning that the employee or employer can terminate employment at any time, for any reason, with or without cause.**