

Frontline Manager

Role Summary

Ensure the team is ready to perform, the work gets done, and expectations are met, every shift.

This leadership role is responsible for running the everyday operation while leading the people who bring our brand promise and business priorities to life. You will balance execution and support, ensuring tasks are completed to standard while helping team members stay capable, confident, and prepared for the demands of the job.

You will translate business priorities into clear direction for your team, reinforce expectations throughout each shift, and adapt in real time as conditions change. Your success will be defined by consistent execution, measurable team performance, and the ability to deliver results without burning out your people (or yourself).

What You'll Do

1. Set clear expectations for the shift
Translate business priorities into specific tasks, goals, and standards so your team knows what needs to get done and what good looks like
2. Run the operation
Manage workload, staffing, task flow, and customer experience to ensure work is completed efficiently and to standard, even during peak periods or disruptions
3. Lead the team
Provide direction, answer questions, and step in when needed to keep work moving and maintain performance
4. Coach team members
Observe performance, provide feedback, recognize effort, and foster ongoing development, ensuring team members are prepared to handle the work and see opportunities for advancement
5. Adapt to changing conditions
Respond to callouts, delays, customer issues, system problems, and shifting priorities without losing control of the operation or missing performance goals
6. Leverage available tools and support
Take advantage of provided resources and systems to inform decisions, solve problems, and equip the team for success
7. Communicate up and across
Share feedback from the frontline, raise issues, and ensure corporate teams understand what is working and what is getting in the way

Your Typical Shift

- Review priorities, staffing, and workload to set a clear plan for execution
- Assign tasks and ensure team members understand expectations and standards
- Monitor progress throughout the shift, adjusting coverage and priorities as conditions change
- Step in to resolve issues, support team members, and keep work moving during peak periods
- Observe performance and provide real-time coaching and feedback
- Address customer issues, operational challenges, or system breakdowns as they arise
- Use available tools and resources to guide decisions and support execution
- Wrap up the day by ensuring work is completed, issues are documented, and the next shift is set up for success

How You'll Be Measured

- Financial performance: Targets related to revenue, productivity, labor, and cost control are met consistently through effective management of the operation
- Team readiness: Employees feel confident, capable, and motivated to succeed
- Compliance and risk: Work is completed in line with policies, regulations, and safety standards, minimizing risk to the business and team
- Consistency: Work is executed reliably across shifts, team members, and conditions
- Speed and efficiency: Tasks are completed in a timely manner without sacrificing quality
- Problem resolution: Issues are addressed quickly and effectively during the shift

How We'll Support You

- Clear expectations and priorities: Direction on what matters most and how success is measured
- Practical tools and resources: Access to systems, guidance, and support that help you manage the work and lead your team
- Training and development: Ongoing support to build your leadership and operational skills
- Access to leadership: Ability to escalate issues, share feedback, and influence decisions
- Staffing and operational support: Labor hours, tools, and other resources critical to managing the workload and maintaining performance standards

Experience and Capabilities We Value

- Has experience running frontline operations
Understands how to manage workload, task flow, and team performance during busy shifts
- Leads people while delivering results
Balances expectations for performance with support and care for team members
- Makes decisions in real time
Can assess situations quickly and take action to keep work moving
- Communicates clearly and directly
Sets expectations, provides feedback, and keeps people aligned during the shift
- Coaches and develops others
Helps team members improve performance and build confidence on the job
- Stays organized under pressure
Manages multiple priorities without losing focus on execution
- Uses tools and resources effectively
Leverages available systems and support to guide decisions and improve outcomes
- Adapts to changing conditions
Maintains control of the operation when plans change or issues arise

Bottom Line

This role is more than a shift manager. You will play a critical role in the organization's ability to deliver results by translating priorities into consistent execution through your team. In return, we will invest in your development so you have the skills, tools, and resources needed to lead your team, inspire great performance, and drive strong, sustainable business results.