

# **Gustare Oils & Vinegars**

## **Business Operations Manager**

### **Job Description**

Our Business Operations Manager is a full-time position responsible for all aspects of successfully managing our store and online operations. You will be primarily focused on creating a memorable guest experience consistent with our Gustare brand personality and leading the Team Gustare crew. Your success will be assessed by retail sales performance and customer/guest satisfaction. This management role is expected to work a minimum of 35 hours per week (adjusted seasonally).

#### **Roles & Responsibilities:**

- Facilitate new hire process, make final recommendations, and develop training schedule
- Identify and train two capable, experienced employees as shift supervisors
- Ensure integrity of opening/closing procedures with shift supervisors
- Develop and maintain crew schedule consistent with seasonal and holiday hours
- Actively coach crew members to improve guest quality experience and retail selling skills. Manage initial 30-day review and subsequent annual crew reviews
- Direct crew members in daily tasks and special orders
- Communicate with ACT IT relative to POS issues and maintain call log
- Communicate with landlord relative to maintenance, as needed
- Maintain open communications with Catherine & Dave to improve retail operations
- Complete weekly/monthly inventory updates with reports to ensure timely replenishment of orders
- Manage guest reward program data base; identify trends for eMarketing

**Position reports to:** Catherine Ferraresi – Gustare, LLC - [catherine@gustareoliveoil.com](mailto:catherine@gustareoliveoil.com)>