



Picayune Rancheria of the Chukchansi Indians

49260 Chapel Hill * P.O. Box 2226 Oakhurst CA 93644

(559) 412-5590

POSITION DESCRIPTION – Sonic Shift Manager

Reports To: Sonic GM

Department: CSE

Status: Non-Exempt

Salary Range: DOE

SUMMARY & SCOPE OF POSITION:

As a SONIC Drive-In Shift Manager, you are responsible for assisting the General Manager and Assistant General Manager in managing the daily operations of the restaurant to provide quality food in a clean, safe, and efficient manner so that guests will have an enjoyable experience at the SONIC Drive-In.

PRIMARY RESPONSIBILITIES:

- Assist with hiring, training, supervising, managing, directing, and developing Great People ready to serve a SuperSONIC experience to every guest;
- Making every guest a repeat customer by ensuring the guest leaves the lot satisfied every time;
- Helping employees understand the big picture and their role by sharing the “why” behind tasks;
- Celebrating team successes and coaching for better performance;
- Setting clear expectations and providing continuous feedback throughout shift;
- Creating an upbeat positive atmosphere during the shift that makes work fun;
- Managing the majors: food and paper, labor, and guest service;
- Maintaining and enforcing SONIC safety and sanitation standards;
- Relentlessly complying with all federal, state, and local laws and regulations;
- Excellent leadership and communication skills;
- High standards for self and the team;
- Positive attitude, especially during rushes or stressful situations;
- Resiliency – trying different approaches to solve a problem; working to get better every day;
- Eagerness to learn and grow professionally and personally;
- Ability to prioritize and complete tasks accordingly;
- Effective communication skills; basic math and reading skills;
- Willingness to work irregular hours, including nights, weekends, and/or holidays;
- All other duties assigned.

MINIMUM QUALIFICATIONS:

- 3 years QSR experience preferred;
- Prior experience customer service
- Ability to work effectively with people from a wide variety of backgrounds and a diverse population
- Demonstrated, successful leadership skills including the ability to interact positively, with

all people;

- Knowledge of Tribal communities and specifically Chukchansi history is preferred;
- Ability to work within a demanding environment;

PRCI Tribal Preference:

For purposes of hiring, promotions, transfers, and training all candidates must possess the "Minimum Qualifications" stated in the job description or job announcement. Minimum Qualifications are defined as those entry-level qualifications essential to the performance of the basic responsibilities for each job category, including but not limited to education, training, specific work experience, employment record, and physical skills (where applicable).

Preference shall be given with respect to personnel decisions, layoffs, recalls, promotions, transfers, training, and hiring. First, enrolled Tribal Members who meet the Minimum Qualifications shall not be denied if another individual at a lower preference has higher qualifications than are necessary for the position. Second, after preference is provided to enrolled Tribal Members, Native Americans who are enrolled members of a federally recognized tribe other than Picayune Rancheria of the Chukchansi Indians shall be provided preference over equally qualified non-Indian candidates, however, if the non-Indian candidate is more qualified, a business decision may be made to hire or promote the best candidate.

If more than one person at the same preference level meets the Minimum Qualifications the decision-makers shall have discretionary authority to make the appropriate business decision in the best interest of the Tribe. Accordingly, when preparing job descriptions or job announcements care should be taken to establish qualifications that fit the desired needs of the position.

Native Preference:

In accordance with Title VII 1964 Indian Civil Rights Act, Section 701(b) and 703(i), Preference in filling all vacancies will be given to qualified American Indian/Alaskan Native candidates.

As required by applicable law, SONIC Drive-In franchise organizations will make reasonable accommodations to enable individuals with disabilities to perform the essential functions of the job.

Each franchise organization is an independent employer and thus responsible for making its own employment-related decisions. Nothing in these materials should be construed as the franchisor being involved in or having control over a franchise employee's essential terms and conditions of employment.

(Employee)

(Date)

(Authorized Personnel)

(Date)