

Stingray Grill Restaurant & Catering Supervisor



INCUMBENT: Vacant
REPORTS TO: Stingray Grill Head Chef & Food Manager
LOCATION: Bowling Green, KY
STATUS: Full-time, Hourly
DATE: Open Until Filled

DESCRIPTION

The Stingray Grill Restaurant & Catering Supervisor is responsible for assisting in the overall day-to-day operation of the Stingray Grill restaurant and catering services. This position provides direct supervision of front-of-house staff and operational oversight of back-of-house staff during assigned shifts and in the absence of the Head Chef & Food Manager. The Restaurant & Catering Supervisor helps ensure exceptional guest service, efficient restaurant operations, successful catering events, compliance with health and safety standards, and a positive team culture. This position serves as the manager on duty as assigned and works closely with the Head Chef & Food Manager to ensure consistent execution of all restaurant operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist with the overall daily operation of the Stingray Grill restaurant and catering program.
- Serve as Manager on Duty during assigned shifts.
- Oversee daily restaurant operations to ensure smooth and efficient service.
- Ensure adherence to all operational policies and procedures.
- Supervise, coach and support all front-of-house staff including hosts, servers, bartenders, and cashiers.
- Provide day-to-day leadership and direction to kitchen staff during assigned shifts and/or in the absence of the Head Chef & Food Manager.
- Coordinate workflow and foster teamwork between front and back of house.
- Assist with scheduling and staffing needs as assigned.
- Assist with interviewing, onboarding, and training new employees.
- Conduct ongoing performance coaching and semi-annual performance reviews for assigned staff.
- Recommend disciplinary action when appropriate.
- Ensure opening and closing duties are completed correctly and that cleanliness and organization are maintained.
- Assist with inventory management and maintaining appropriate par levels for restaurant supplies, beverage products, paper goods, and other operational materials.
- Enforce and monitor all health, safety, sanitation standards, and alcohol awareness standards.
- Provide support to oversee the logistics of catering events.
- Provide hands-on assistance with catering functions that may require work before and after regular Stingray Grill hours of operation.
- Address and resolve guest complaints according in a timely and friendly manner.

- Ensure the quality of food and beverage products being sold.
- Perform similar duties as a bartender/server/host as needed. Hosting duties will be more regular for this position.
- Responsibilities are not all-inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent preferred.
- 3+ years working in a restaurant or food & beverage setting is required.
- Prior supervisory or shift leadership experience is strongly preferred.
- Catering experience preferred.

QUALIFICATIONS

- Must be at least 18 years of age.
- Positive attitude and excellent communication skills.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Must be able to provide prompt and courteous customer service in person and over the phone.
- Ability to operate a cash register or other POS.
- Ability to stay organized and multi-task professionally and efficiently.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities and following instructions.
- Valid state driver's license is required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to regularly stand, bend, reach, push, pull, lift, carry, and walk throughout the restaurant.
- Ability to lift and carry 25+ lbs. and push/pull 25+ lbs.