

**Job Title:** Restaurant Team Member

**Department:** Operations

**Reports to:** General Manager

**Prepared Date:** January 2006

## Summary

Perform assigned workstation duties to ensure quality products and service are delivered to our customers meeting Papa John's standards. Comply with Papa John's uniform, appearance, and operations standards as defined in the Operations Manual, Cross-Training Guidebook, Team Member Handbook, and with federal, state, and local laws and ordinances.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Perform assigned workstation duties including making quality products, preparing ingredients, taking orders, providing quality customer service through positive and professional interaction with customers by phone or in person, and acting with a sense of urgency in everything they do.
- Work as a team and assist each other by being on time for their shift, supporting other workstations during their shift and completing all closing duties, including cleaning, at the end of each shift. Enhance the company's image by complying with uniform and appearance standards. Contribute to an atmosphere of teamwork, energy and fun.
- Accurately use the PROFIT System, process cash, check and/or credit card transactions. Support sales efforts by suggestively selling to increase the check average when taking an order. Protect the company's assets by maintaining organized, safe and clean work areas; comply with safety and security standards at all times.

**Position Qualifications.** To perform this job successfully, team members must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Commitment to Task:** Demonstrates dependability and shows a sense of urgency about getting results; willing to commit the hours it takes to get the job completed; takes responsibility for actions and achieves results; overcomes obstacles.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can do" attitude.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

## Functional Skills.

- Cash management skills

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, push and/or pull, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, and lift and/or move over 51 pounds.

**Work Environment.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.

## Additional Information

- Must be 18 years of age or older to perform the following duties at Papa John's: pizza loading, oven tending, pizza cutting, dough docking, dishwashing and pizza delivery
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- If cross-trained as a delivery driver, must have a driver's license valid under the laws of the state(s) where the team member works, acceptable motor vehicle record, proof of insurance, and satisfactory vehicle
- Bilingual in certain markets
- Non-exempt, hourly position
- Provide additional documentation as required by individual states

**Job Title:** Delivery Driver  
**Department:** Operations  
**Reports to:** General Manager  
**Prepared Date:** January 2006

## Summary

Check all products for accuracy against quality standards and deliver products to customers in a safe, courteous, and timely manner while working as part of a team. Support the restaurant by performing other workstation duties. Comply with Papa John's uniform, appearance, and operations standards as defined in the Operations Manual, Cross-Training Guidebook, Team Member Handbook, and with federal, state, and local laws and ordinances.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Perform duties including pre-delivery vehicle preparation, learning the delivery area, checking orders for quality and accuracy, following proper delivery procedures; providing quality customer service through positive and professional interaction with customers in person or by phone, and acting with a sense of urgency in everything they do. Perform other assigned workstation duties including making quality products, preparing ingredients and taking orders.
- Work as part of a team and assist each other by being on time for their shift, supporting other workstations during their shift and completing all closing duties, including cleaning, at the end of each shift. Enhance the company's image by complying with uniform and appearance standards. Contribute to an atmosphere of teamwork, energy and fun.
- Accurately process order paperwork and payment transactions, execute cash management duties, and use the PROFIT System. Support sales efforts by suggestively selling to increase the check average when taking an order and distributing door hangers during every shift. Protect the company's assets by maintaining organized, safe, and clean work areas; comply with safety and security standards at all times.

**Position Qualifications.** To perform this job successfully, team members must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Attention to Detail:** Follows established guidelines and procedures to ensure accuracy, gets work right despite pressing deadlines; concentrates on routine work details and organizes and maintains a system of records; is alert and aware of surroundings and carefully monitors technical equipment or processes.
- **Commitment to Task:** Demonstrates dependability and shows a sense of urgency about getting results; willing to commit the hours it takes to get the job completed; takes responsibility for actions and achieves results; overcomes obstacles.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).

- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can-do" attitude.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

## Functional Skills

- Cash management skills
- Education and/or Experience
- High School diploma or GED preferred

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, push and/or pull, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, and lift and/or move over 51 pounds.

**Work Environment.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.

## Additional Information

- Must be 18 years of age or older
- Must have a driver's license valid under the laws of the state(s) where the team member works, acceptable motor vehicle record, proof of insurance, and satisfactory vehicle
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- Must be cross-trained and perform other workstation duties within the restaurant as needed
- Bilingual in certain markets
- Non-exempt, hourly position

**Job Title:** Shift Leader  
**Department:** Operations  
**Reports to:** General Manager  
**Prepared Date:** January 2006

## Summary

Supervise shifts and/or work areas in the operation of a Papa John's restaurant to ensure high quality products and customer service are delivered to ensure restaurant profitability. Other responsibilities include the management of operations including the execution of all Company policies, procedures, programs and systems. Ensure compliance with all federal, state and local laws and ethical business practices.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Demonstrate exemplary operations skills in all aspects of the restaurant including making quality products for our customers and ensuring each delivered product meets Papa John's standards and accurately reflects the customer's order. Professionally and promptly respond to all customer concerns or issues. Solicit customer feedback, share feedback with team, and use feedback to improve restaurant operations and build brand loyalty. Communicate, train and promote quality standards to team members by utilizing all available tools including Operations Manual and Team Member Handbook.
- Supervise a restaurant team, maintain adequate shift staffing levels according to projected sales, properly train team members to exceed customer expectations, ensure compliance with uniform and appearance standards, and coach for improved performance. Ensure team is quality and customer focused and build an atmosphere of teamwork, energy and fun.
- Contribute to sales goals by providing prompt and friendly customer service; building check averages through team member product training and sales execution.
- Contribute to profit goals by ensuring they stay within company guidelines and target goals by accurately utilizing the PROFIT System. Execute cash management duties. Assist in the management of adequate inventory levels using the company's systems and guidelines to minimize loss. Manage company's assets by ensuring the restaurant is clean, safe and organized; complies with safety and security standards at all times.

**Position Qualifications.** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- Attention to Detail: Follows established guidelines and procedures to ensure accuracy; gets work right despite pressing deadlines; concentrates on routine work details and organizes and maintains a system of records; is alert and aware of surroundings and carefully monitors technical equipment or processes.

- **Commitment to Task:** Demonstrates dependability and shows a sense of urgency about getting results; willing to commit the hours it takes to get the job completed; takes responsibility for actions and achieves results; overcomes obstacles.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can-do" attitude.
- **Relationship Management:** Initiates and develops relationships with others; demonstrates credibility; confronts conflict quickly and professionally; inspires confidence in others.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

## Functional Skills

- Cash management skills

## Education and/or Experience

- High School diploma or GED
- Successful and stable employment history

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, push and/or pull, and lift and/or move over 51 pounds.

**Work Environment.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.

## Additional Information

- Must be 18 years of age or older
- Must have reliable transportation
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- Ability to successfully perform the job duties of all positions in the restaurant, including pizza delivery
- Ability to lead a team during a shift with no supervision
- Bilingual in certain markets
- Work with phones, computers, fax machines and copiers
- Non-exempt, hourly position
- Employment is contingent upon satisfactory results of a background check

**Job Title:** Manager Designate  
**Department:** Operations  
**Reports to:** General Manager  
**Revision Date:** November 2009

## Summary

Works at the direction and under the supervision of the General Manager to ensure compliance with the Company's product and customer service standards. This is accomplished by being a team-oriented leader, making quality decisions, and instilling pride and accountability in team members. Other responsibilities include Shift Management; execution of all Company policies, procedures, programs and systems; and maintaining compliance with all federal, state and local laws and ethical business practices. Through the performance of these and other duties, the Manager Designate is expected to develop the competencies required to become a General Manager.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provides quality products to our customers by ensuring each delivered product meets Papa John's standards and accurately reflects the customer's order.
- Communicates trains and promotes quality standards to team members by utilizing all available tools including Operations Manual and Team Member Handbook.
- Recommends to the General Manager performance action regarding team members. Ensures entire team is quality and customer focused and builds an atmosphere of teamwork, energy and fun.
- Manages sales goals by providing prompt and friendly customer service; building check averages through team member product training and sales execution. Seeks additional sales through traditional and non-traditional methods by executing creative local restaurant marketing and creating a positive presence in the community.
- Manages profit goals, ensures food, labor and other controllable costs stay within budget, and corrects deviations from the budget by accurately utilizing the PROFIT System. Executes administrative and cash management duties.
- Plans and manages adequate inventory levels using the restaurant's computerized inventory system to meet sales demands and minimize loss. Manages company's assets by ensuring the restaurant is clean, fully equipped and all equipment operates properly; ensures restaurant meets safety and security standards at all times.

**Position Qualifications.** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. An equivalent combination of experience and training may substitute for any of the listed position qualification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Attention to Detail:** Follows established guidelines and procedures to ensure accuracy; gets work right despite pressing deadlines; concentrates on routine work details and

organizes and maintains a system of records; is alert and aware of surroundings and carefully monitors technical equipment or processes.

- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Developing Others:** Directs and motivates others; provides timely and specific feedback; changes coaching style to fit individual needs; assesses strengths and development needs of team members and provides opportunities for growth.
- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can-do" attitude.
- **Managing Execution:** Manages multiple projects and effectively prioritizes tasks, responsibilities, and goals; uses goals to guide actions and creates detailed action plans; organizes and schedules people and tasks; utilizes resources effectively to meet goals.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

## Desired Functional Skills

- Cash Management Skills
- Basic accounting including invoice reconciliation

## Education and/or Experience

- High School diploma or GED
- Successful and stable employment history with supervisory experience

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, push and/or pull, and lift and/or move over 51 pounds.

**Work Conditions.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.

## Additional Information

- Must be 18 years of age or older
- Must have reliable transportation
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- Ability to successfully perform the job duties of all positions in the restaurant, including pizza delivery



- Ability to lead others with no supervision
- Bilingual in certain markets
- Work with phones, computers, fax machines and copiers
- Nonexempt, hourly position
- Employment is contingent upon satisfactory results of a background check

**Job Title:** General Manager  
**Department:** Operations  
**Reports to:** Director of Operations  
**Prepared Date:** January 2006

## Summary

Manages and assumes responsibility for all functions of a Papa John's restaurant to ensure high quality products and customer service are delivered to ensure restaurant profitability. This is accomplished by being a self-sufficient leader, making quality decisions, and instilling pride and accountability in team members. Other responsibilities include the management of operations including the execution of all Company policies, procedures, programs and systems. Ensures compliance with all federal, state and local laws and ethical business practices.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provide quality products to our customers by building a system of quality with team members, which ensures each delivered product meets Papa John's standards and accurately reflects the customer's order. Professionally and promptly respond to all customers concerns or issues. Solicit customer feedback, share feedback with team and use feedback to improve restaurant operations and build brand loyalty. Communicate, train and promote quality standards to team members by utilizing all available tools including Operations Manual and Team Member Handbook.
- Actively recruit customer focused team members, maintain adequate staffing levels according to projected sales, properly orient and train team members to exceed customer expectations, ensure compliance with uniform and appearance standards, establish and communicate performance expectations and conduct timely and effective performance reviews. Document performance issues and take appropriate disciplinary action, up to and including termination. Effectively coach and develop team members to ensure entire team is quality and customer focused; and build an atmosphere of teamwork, energy and fun.
- Manage sales goals against budget and prior year by providing prompt and friendly customer service; building check averages through team member training on products and sales execution. Seek additional sales through traditional and nontraditional methods by executing creative local restaurant marketing and creating a positive presence in the community.
- Manage profit goals against budget and prior year; ensure food, labor and other controllable costs stay within budget, and correct deviations from the budget by accurately utilizing the PROFIT System. Develop and implement appropriate plans to resolve unfavorable trends and enhance profits. Execute administrative and cash management duties. Plan and manage adequate inventory levels using the restaurant's computerized inventory system to meet sales demands and minimize loss. Manage company's assets by ensuring the restaurant is clean, fully equipped and all equipment operates properly; ensure restaurant meets safety and security standards at all times; oversee preventative maintenance and repairs when necessary.

**Position Qualifications.** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Critical Thinking:** Defines and resolves a situation or problem by analyzing issues involved, weighing options, and evaluating alternatives; maintains objective attitude; approaches situations and problems systematically; uses observation, experience, reflection, and/or reasoning to drive business forward.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Developing Team Members:** Directs and motivates others, provides timely and specific feedback, changes coaching style to fit individual needs, assesses strengths and development needs of team members and provides opportunities for growth.
- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can-do" attitude.
- **Leading Team Members:** Provides clear direction and sets priorities to accomplish desired actions and results; seeks talented and skilled people to build high performing teams; keeps team members informed, ensures their needs are met, and removes barriers; delegates responsibility and empowers team members to do their jobs.
- **Managing Execution:** Manages multiple projects and effectively prioritizes tasks, responsibilities, and goals; uses goals to guide actions and creates detailed action plans; organizes and schedules people and tasks; utilizes resources effectively to meet goals.

## Functional Skills

Basic accounting including invoice reconciliation, debit and credit review, financial statement analysis

- Cash management skills

## Education and/or Experience

- High school diploma or GED
- Stable employment history
- Two years successful restaurant management or supervision experience with salary progression

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, push and/or pull, and lift and/or move over 51 pounds.

**Work Environment.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.

## **Additional Information**

- Must be 18 years of age or older
- Must have reliable transportation
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- Ability to successfully perform the job duties of all positions in the restaurant, including pizza delivery
- Ability to manage with no supervision
- Bilingual in certain markets
- Work with phones, computers, fax machines and copiers
- Exempt, salaried position
- Employment is contingent upon satisfactory results of a background check

**Job Title:** Training General Manager  
**Department:** Operations  
**Reports to:** Director of Operations  
**Prepared Date:** January 2006

## Summary

Manage and assume responsibility for all functions of a Papa John's restaurant to ensure high quality products and customer service are delivered to ensure restaurant profitability. This is accomplished by being a self-sufficient leader, making quality decisions, and instilling pride and accountability in team members. Other responsibilities include the management of operations including the execution of all Company policies, procedures, programs and systems. Train hourly shift leaders and management candidates in Papa John's training programs. Ensure compliance with all federal, state and local laws and ethical business practices.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provide quality products to our customers by building a system of quality with team members, which ensures each delivered product meets Papa John's standards and accurately reflects the customer's order. Professionally and promptly respond to all customer concerns or issues. Solicit customer feedback, share feedback with team and use feedback to improve restaurant operations and build brand loyalty. Communicate, train and promote quality standards to team members by utilizing all available tools including Operations Manual and Team Member Handbook. Partner with market leadership to execute the training process for operational rollouts and assist in the development and deployment of special projects, new initiatives, and new restaurant openings.
- Actively recruit customer focused team members, maintain adequate staffing levels according to projected sales, properly orient and train team members to exceed customer expectations, ensure compliance with uniform and appearance standards, establish and communicate performance expectations and conduct timely and effective performance reviews. Document performance issues and take appropriate disciplinary action, up to and including termination. Effectively coach and develop team members to ensure entire team is quality and customer focused; and build an atmosphere of teamwork, energy and fun.
- Manage the training process for hourly shift leaders and management team members by conducting restaurant operations training, administering and scoring tests, establishing and executing management training schedules, maintaining training files, and communicating trainee status and certification review to market management and the People Department. Coordinate and partner with market leadership to conduct new team member orientation (NTO).
- Manage sales goals against budget and prior year by exemplifying and training team members on prompt and friendly customer service; build check averages by training team members on suggestive selling, brand and product knowledge and local store marketing. Seek additional sales through traditional and non-traditional methods by executing creative local restaurant marketing and creating a positive presence in the community.
- Manage profit goals against budget and prior year; ensure food, labor and other controllable costs stay within budget, and correct deviations from the budget by accurately utilizing the PROFIT System. Develop and implement appropriate plans to resolve unfavorable trends and enhance profits. Execute administrative and cash management duties. Plan and manage adequate inventory levels using the restaurant's computerized inventory system to

meet sales demands and minimize loss. Manage company's assets by ensuring the restaurant is clean, fully equipped and all equipment operates properly; ensure restaurant meets safety and security standards at all times; oversee preventative maintenance and repairs when necessary. Support and assist market leadership in the mentoring of restaurant management team members regarding sound business practices and financial controls.

**Position Qualifications.** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Competencies** are classified as the work habits, attitudes, personal characteristics, and behaviors that reflect how a person accomplishes the duties and responsibilities of his/her job.

- **Critical Thinking:** Defines and resolves a situation or problem by analyzing issues involved, weighing options, and evaluating alternatives; maintains objective attitude; approaches situations and problems systematically; uses observation, experience, reflection, and/or reasoning to drive business forward.
- **Customer Focused:** Commits to meeting the needs and expectations of the organization's internal and external customers; builds and maintains a customer base; delivers a high level of customer service; searches continually for ways to increase customer satisfaction (i.e., customer feedback).
- **Developing Team Members:** Directs and motivates others, provides timely and specific feedback, changes coaching style to fit individual needs, assesses strengths and development needs of team members and provides opportunities for growth.
- **Flexibility:** Adapts and changes course of action when appropriate; effectively transitions from task to task; deals well with unresolved situations, frequent change, delays, or unexpected events; maintains objectives amidst shifting priorities.
- **Initiative:** Takes action proactively; addresses issues or opportunities without supervision; focuses on desired results and accomplishments; demonstrates clear purpose, enthusiasm, and a "can-do" attitude.
- **Leading Team Members:** Provides clear direction and sets priorities to accomplish desired actions and results; seeks talented and skilled people to build high performing teams; keeps team members informed, ensures their needs are met, and removes barriers; delegates responsibility and empowers team members to do their jobs.
- **Managing Execution:** Manages multiple projects and effectively prioritizes tasks, responsibilities, and goals; uses goals to guide actions and creates detailed action plans; organizes and schedules people and tasks; utilizes resources effectively to meet goals.
- **Teamwork:** Works cooperatively with others to accomplish business goals and objectives; asks others for their ideas and opinions; supports team's decisions; contributes to the team's efforts.

## Functional Skills

- Strong presentation and facilitation skills
- Ability to develop and follow training plans
- Basic accounting including invoice reconciliation, debit and credit review, financial statement analysis
- Cash management skills
- Familiar with standard training concepts, practices and procedures

## Education and/or Experience

- High school diploma or GED
- Serv-Safe/Local or State Food Service Certification required
- Certified in Papa John's Management Training Program
- Certified in Papa John's Training General Manager Program
- Successful track record as a general manager with Papa John's International
- Two years successful restaurant management or supervision experience with salary progression

**Physical Demands.** While performing the duties of this job, the team member is required to use hands repetitively, stand for prolonged periods, walk, grasp firmly/strongly and simply/lightly with hands, and use fine finger dexterity. The team member is frequently required to bend over, twist, reach above shoulder level, crouch or stoop, kneel, repetitively use feet, and use head and neck in a twisting or static motion and to look up and/or down, and lift and/or move up to 50 pounds. Occasionally, the team member is required to sit, climb, balance, push and/or pull, and lift and/or move over 51 pounds.

**Work Environment.** While performing the duties of this job, the team member is required to work outdoors in various temperatures, in a noisy environment, near moving mechanical parts, with dangerous equipment or sharp tools, and around fumes, odors, dust, or toxic chemicals.

## Additional Information

- Must have recommendations from immediate supervisor; operations vice president has final approval
- Must be 18 years of age or older
- Must have reliable transportation
- Must be able to work long hours, scheduled or unscheduled, which will include nights, weekends, and as emergencies arise
- Ability to successfully perform the job duties of all positions in the restaurant, including pizza delivery
- Ability to manage with no supervision
- Bilingual in certain markets
- Work with phones, computers, fax machines and copiers
- Exempt, salaried position
- Employment is contingent upon satisfactory results of a background check