Assistant Manager (General Manager Track Program)

📍 Location: Canton, Hartville, and Alliance, OH 🕒 Full-Time | Includes evenings & weekends

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About Us

We are a growing, community-focused ice cream shop with expanding catering, fundraising, and wholesale departments. As we continue to scale, we are looking for a strong leader to join our team as an **Assistant Manager** with the opportunity to develop into a **General Manager within 12 months**. We have 2 General Manager positions to fill in the coming year and are currently hiring assistant managers for three of our four locations.

This is not just a job — it's a structured leadership development path for someone who wants to grow into full operational leadership.

Position Overview

The Assistant Manager (GM Track) will work directly with the General Manager and leadership to learn all aspects of store operations, team leadership, financial management, and revenue growth. Over the course of 6–12 months, this role will progressively take on increasing responsibility in preparation for promotion to General Manager.

We are seeking someone who is ambitious, accountable, and excited about building and leading a high-performing team.

Phase 1: Foundation (Months 1–3)

- Master daily store operations and service standards
- Lead shifts and supervise team members
- Support hiring, onboarding, and training
- Ensure food safety and quality standards are upheld
- Deliver exceptional customer service
- Learn scheduling and labor management basics

Phase 2: Leadership Development (Months 4–8)

- Take ownership of scheduling and labor cost management
- Assist with inventory ordering and cost control
- Help coach and develop team members
- Participate in performance conversations
- Support execution of catering, events, and fundraising operations
- Begin reviewing weekly sales and performance metric

Phase 3: General Manager Preparation (Months 9–12)

- Lead weekly operations meetings
- Manage labor targets and profit margins
- Oversee hiring and performance management
- Take ownership of revenue growth initiatives
- Develop leadership bench within the team
- Operate the business independently during owner absence

Successful completion of this track positions you for promotion to **General Manager**.

Responsibilities

- Lead shifts and ensure smooth daily operations
- Coach and develop team members
- Help with scheduling conflicts and labor efficiency
- Maintain high standards of cleanliness and food safety
- Drive team morale and accountability
- Support revenue growth initiatives
- Problem-solve operational challenges quickly and professionally

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Qualifications

- 2+ years experience in retail, food service, hospitality, or operations leadership
- Prior supervisory or team lead experience preferred
- Strong leadership presence and communication skills

- Financial awareness (labor cost, food cost, margins)
- Highly organized and accountable
- Growth mindset and desire to lead a business

What We're Looking For

- Someone who wants to run their own operation
- A leader who holds high standards but builds strong teams
- A problem-solver who thrives in a fast-paced environment
- A future General Manager

Compensation & Growth Path

Assistant Manager Salary:
$30-40k annually (based on experience) + Performance incentive bonus based on profitability

Upon Promotion to General Manager:
$40-60k annually depending on experience and stores annual revenue. + Performance incentive bonus based on profitability

- Performance based incentives tied to revenue and profitability

Additional benefits may include:

- Paid time off
- 401K
- Health insurance
- Leadership development mentorship
- Clear promotion timeline and measurable benchmarks

What Success Looks Like

- Strong team retention and morale
- Consistent service and product quality
- Meeting labor and profitability targets
- Increasing sales and operational efficiency
- Smooth operations without owner intervention

If you are ready to build leadership experience and grow into a General Manager role within a year, we'd love to meet you.

Apply by emailing your resume and a brief note explaining why you're interested in the GM Track program to mack@almostheavenicecream.com