



**Position:** General Manager, Beer Hall

**Location:** Portland, OR

**Oakshire Employee Classification:** Full-time, salaried    **Supervisor:** Director of Retail Operations

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**Objective:** The Oakshire Beer Hall is an important step in the evolution of Oakshire’s core purpose: *creating and sharing great beer experiences*. Oakshire’s team, beers, programs and facilities are all integral to Oakshire’s progression as a company. The General Manager role is critical to the Beer Hall’s success. The Beer Hall General Manager (GM) will be a key member of a small, multifaceted team within an entrepreneurial company, and will need to provide exceptional leadership to the Beer Hall team while efficiently executing the direct duties and responsibilities of the position. The Beer Hall GM must have a comprehensive understanding of all Beer Hall facilities and equipment and will work directly with Oakshire’s Director of Retail Operations to ensure the Beer Hall meets its Key Performance Indicators (KPIs) and provides the highest quality atmosphere and service.

**Duties and Responsibilities:**

*Beer Hall Direct Management duties*

- Work a consistent schedule, Tuesday to Saturday of each week.
- 100% competence in and execution to the highest possible standards of:
  - Beer Hall team Duties and Responsibilities (as listed in the Beer Hall Pubtender job description);
  - Beer Hall team Required Skills and Traits;
  - Beer Hall programs (*see below*);
  - Beer Hall facilities, equipment and tools; and
  - Organization, planning and managing a successful Beer Hall business.
- Recruit, hire, train, schedule and retain exceptional Beer Hall staff.
- Plan and execute Beer Hall programs, including:
  - Tuesday beer release;
  - Kitchen partner and food cart coordination;
  - Live music and entertainment;
  - Oakshire Inspires Program; and
  - Marketing Programs, including donations, advertising, sponsorships and social media programs
- Communicate in a positive, clear, and concise manner with everyone, including the Beer Hall staff, kitchen and food cart partners, and Oakshire’s Director of Retail Operations.

- Ensure complete and accurate cash-out procedures and end of day sales transactions via the Square POS systems.
- Responsible for accurate daily sales records and weekly cash deposits
- Schedule and ensure completion of cleaning tasks in accordance with duty rosters and cleaning standards.
- Promote and practice the highest-level health and safety standards.
- Inventory and procurement for beer, other alcoholic and non-alcoholic beverages, supplies, merchandise, printed items and promotional materials.

#### *Event Space Sales; Kitchen Use and Event Space Scheduling*

- Beer Hall GM is the primary point of contact at Oakshire Beer Hall for the kitchen operator, all event space guests, and other kitchen back line and event space users.
- Coordination, promotion and sales of Beer Hall Event Space and other events.
- Plan and execute Beer Hall and other on-site and off-site events with Oakshire staff and partners.
- Work with Sales Director to coordinate Pubtender Brand Ambassador Program as needed.

#### *Communication and Coordination with Food Cart and Kitchen Operators*

- Beer Hall GM is the point of contact at the Oakshire Beer Hall for the coordination of daily operations with all food cart operators, the kitchen operator, other kitchen back line and event space guests.
- Maintain excellent working relationships with food cart operators, the kitchen operator, and our neighbors at Miss Zumstein.

#### *Business & administration duties*

- Lead the Oakshire Beer Hall as a distinct business unit.
- Develop and execute Annual Business Plans.
- Business development coordination associated with capital projects in and around the Oakshire Beer Hall.
- Report weekly sales figures and other Key Performance Indicators.

#### **Schedule**

*The General Manager will work the below schedule, which may be adjusted over time at the direction of Oakshire's Leadership Team:*

- **Sunday** and **Monday**: off unless covering planned or unplanned absences, which the General Manager should strive to minimize.
- **Tuesday**: Office work, 10am to 6:30pm, including:
  - Procurement, inventory and all orders/paperwork for the week
  - Development of Beer Hall programs (*see above*);
  - Administrative work including:
    - meeting and working with the Oakshire Leadership Team;
    - meeting with team members to increase education and performance;
    - scheduling and planning;
  - Beerfest planning work; and
  - Hosting the Tuesday Beer Release program in the Beer Hall.

- **Wednesday:** Admin/Support shift, 11:30am till 8pm.
- **Thursday:** Admin/Support shift, 11:30am till 8pm.
- **Friday:** Pubtender closing shift (“Close”), 4pm to 11:30pm.
- **Saturday:** Pubtender opening shift (“Open”), 10am to 5:30pm.

Note: while working Pubtender shifts (both those outlined in the above weekly schedule and those that arise from planned or unplanned absences), the GM will perform the duties of a Pubtender, providing personal service to patrons as the principal function of that shift and, therefore, will receive tips for that shift.

### **Required Skills and Traits**

- Lead the Beer Hall team by example, including modeling and maintaining at all times the Required Skills and Traits of Oakshire’s Beer Hall Pubtenders and adeptly executing Pubtenders’ Duties and Responsibilities.
- Healthy interest in, and knowledge of beer, beer styles, off flavors and production methods; and desire to continually expand such knowledge.
- Unwavering positive attitude and commitment to serving the highest quality beer.
- Motivated, hard-working, and demonstrated ability to learn and follow standard operating procedures and schedules.
- Exceptional verbal, non-verbal and written communication skills. Non-verbal communication skills include tone, eye contact, personal presentation and other attributes.
- Ability to work independently and as part of a team.
- Ability to efficiently manage competing priorities throughout the day while minimizing transition time between tasks, *while maintaining priority focus on providing an exceptional customer experience.*
- Ability to recognize and anticipate reaction to and perception of one’s own communications and the communications of others.
- Ability to learn and follow comprehensive hazard and safety programs.
- Ability and willingness to work a flexible schedule including day, swing or night shifts.
- Stand and work on feet for over 8 hours at a time.
- Ability to work in a public environment with alcohol service and robust noise levels.
- Working knowledge of local, state, and federal rules and regulations for the sale and distribution of alcohol.

### **Required Minimum Qualifications & Experience**

- Minimum five years of restaurant or bar customer service experience.
- Minimum two years of restaurant or bar management and direct employee supervision.
- Experience working both restaurant front and back of house.
- Experience administering, operating and training on a POS system.
- Oregon Food Handlers Certification
- OLCC Servers Permit

### **Physical Demands**

The following physical demands are representative of those that must be met by an employee in the position described to perform the position’s essential functions. Reasonable accommodations may be made to enable employees with disabilities to perform the essential functions. Those physical demands include:

- Frequently sit, stand, walk, reach with hands and arms, climb or balance, talk and hear, and stoop, kneel, crouch and crawl.
- Ability to lift and move up to 75 pounds and move kegs which may weigh up to 165 pounds using traditional lifting methods.
- Ability to be frequently exposed to wet conditions, strong and sometimes disagreeable odors and work with various chemicals safely and per standardized operating procedures.
- Ability to work near moving mechanical parts, to work in a moderate noise level using hearing protection, and to work in a cold environment.

Interested candidates should send their **cover letter and resume** to [jobs@oakbrew.com](mailto:jobs@oakbrew.com). You can also view this job on our website at <https://oakbrew.com/jobs/beer-hall-general-manager/>

See you soon!