

Assistant General Manager The Shop: Portland, ME



Island Creek Oysters (ICO), headquartered in Duxbury, MA, is a mission-based brand engaged in promoting the development of aquaculture's role in our food systems—locally and globally. Quite simply, we grow thriving coastal communities. Through innovation and education, we create opportunities to connect people with boundary-pushing seafood products.

The Shop is an expression of Island Creek, located in the state of Maine. The Shop is a blended wholesale, retail and foodservice facility in Portland. The job requires the ability to impact a strategic and operational plan for the facility, in partnership with the Managing Director. This person will play a role in further defining the operation strategy for this retail/fast casual concept, as well as continuing to improve the guest experience for all visitors. This role requires high level, organizational skills, the ability to juggle a wide variety of tasks/projects, and the ability to be both an effective manager and a team leader.

At its core, it is a group of people who love oysters. It is a small group of talented, and highly motivated individuals who come to work every day excited to shape the destiny of a growing business. In just a short time, Island Creek has grown into a thriving direct-to-chef business, e-commerce platform, a catering division and two brick-and-mortar raw bars in Maine and Massachusetts.

The Assistant General Manager of The Shop reports directly to the Managing Director. This is a full-time position with a salary range of \$55,000-\$62,000. Benefits include, paid time off, health insurance and employee discount. The schedule for this role reflects the pace and seasonality of The Shop and Portland, Maine community. We anticipate 45-50 hours per week May - September, with 35 hours per week October - April. This includes working nights and weekends.

ROLE:

- Oversee daily FOH operations
- Be a compelling leader, fostering a positive and collaborative work environment
- Work with GM to Hire and train team, setting schedules for 2024
- Support supply chain and logistics with the wholesale team for Maine & other out-of-state farms.
- Train front of house personnel
- Lead product education initiatives on a daily basis through pre-shift meetings
- Promote ICO Portland through outreach w/ ICO marketing team
- Create and organize local events & experiences (in-store and out of store, when relevant)
- Contribute and lead local social media initiatives and content generation, in collaboration with the team
- Pursue private event business, detailing all event leads and potential events
- Oversee staff schedule on volume shifts, planning in-times, breaks & departures for staff members
- Oversee execution for both service + shucker opening/closing checklists

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- Field customer concerns in service and digitally, creating a dialogue when possible and further supporting guest relations and the creation of regulars
- Manage online ordering systems daily
- Promote, grow, and diversify online ordering
- Provide proper training for new hires
- Coordinate with non-ICO food & Bev vendors
- Manage inventory and ordering for non-ICO food & Bev vendors
- Help service/shucking team manage high volume business periods
- Work service/ shucking stations during slow business periods
- Work collaboratively with Managing Director & ICO for the global good

REQUIREMENTS:

- Strong interpersonal skills
- Intuitive hospitality
- Ability to anticipate guest needs
- Ability to effectively manage a team of personnel
- Ability to train staff to hit points of service consistent with ICO brand and The Shop
- Comfortable working alone/ large degree of autonomy
- Strategic thinking and creative problem-solving skills
- Strong written and verbal communication skills
- A willingness to do whatever it takes to accomplish the job at hand
- Highest level attention to detail/ organizational skills
- Ability to build meaningful and effective relationships from a satellite location
- Ability to prioritize/manage a variety of different tasks
- A good representative of Island Creek
- Cherry and upbeat personality!
- Ability to adapt to change
- Drive and ambition

Must be comfortable standing/walking for 8 hours; and be able to bend, push, pull and/or lift 30 lbs.

TO APPLY:

Please email resumé and cover letter to jobs@islandcreekoysters.com with "AGM: Portland" as the subject line.