

Choice Business Solutions is a Caribbean-based company specializing in providing Workforce Management Services. They provide services to small, medium and large businesses; delivering Payroll and Benefits Administration, HR Administration, Workforce Consulting, Project Management and Business Analysis Outsourcing services.

POSITION: GENERAL MANAGER

Choice Business Solutions believes there is no wrong person.....we know that everyone is unique and talented in their own way. We are seeking the right individual to join one of our clients' team as a General Manager.

SCOPE OF JOB

1. Responsible for implementation of the company's standard operating procedures i.e. store operations and product quality
2. Conduct evaluation using the company's standards and tools. Also implementing systems to manage store operations and product quality
3. Reporting on store performance and initiating improvements in operations via implementation of training programmes.

DUTIES

1. TACTICAL PLANNING

1.1 Establishing and implementing goals and objectives based on the company's business plan, conferring with c.e.o & the planning team, as necessary.

1.2 Reviewing sales and key performance indicators (kpi) reports, as well as other performance data (e.g. service time and food & labour variance, etc.) To measure goal achievement for heightened time awareness (hta)

1.3 Analyzing store standard operating practices & procedures using the required tools to ensure that store teams adhere to company's policies, procedures, methods or standards.

1.4. Development of action plans to address areas requiring improvement and to oversee their execution

2. TRAINING

2.1 Ensure that all store employees are trained on company policies and procedures as it relates to orientation for new employees, product quality, service, circle of operations, etc.

2.2 Draft quarterly training plans

2.3 To conduct training sessions for all categories of employees

3. STORE OPERATIONS

3.1 Manage reporting staff which includes but is not limited to monitor preparation of work schedules, assigning specific duties to the store management team and the coordination of store activities e.g. circle of operations (order-taking, making, tending, routing, safe delivery), general cleaning, etc.

3.2 To recommend staffing requirements to manager of operations, and conduct interviews, if required and liaise with human resources personnel to ensure the timely processing of potential candidates

3.3 Assisting with conflict resolution issues regarding employees and manage customer complaints, when required

3.4 Liaising with the commissary manager concerning food orders, deliveries and dough quality.

3.5 Weekly store visits - working with store teams to monitor and report on stores' activities directly related to making products and providing service

3.6 Monitoring the inventory control procedures (daily and monthly)

3.7 Attending store staff meetings (weekly and monthly)

4. COMPLIANCE

4.1 Ensure that stores are compliant with the relevant government regulations e.g. food handling license and permits, food storage and prevention of infestation act, etc.

AUTHORITY

1.1 To issue verbal and written warning to reporting staff

1.2 To recommend transfer, promotion, suspension or termination of staff to the manager of operations

JOB REQUIREMENTS/SPECIFICATIONS

1.1 Education: associate or bachelor's degree in business administration, management studies or a related discipline.

1.2 Work experience: minimum of two years' store management experience in a quick service environment or retailing environment

1.3 Hours: willing to work long hours and on weekends

1.4 SKILLS REQUIRED:

Time management

Organisational and planning skills

Team player

Ability to communicate with individuals at all levels within or outside of the company

Ability to work with minimum supervision

POSITION: BRAND PROMOTER

Choice Business Solutions believes there is no wrong person.....we know that everyone is unique and talented in their own way. We are seeking the **right** individual to join a business establishment as Brand Promoter.

JOB DUTIES AND TASKS

- 1) Demonstrate and explain products, methods, or services in order to persuade customers to purchase products or utilize services.
- 2) Identify interested and qualified customers in order to provide them with additional information.
- 3) Keep areas neat while working, and return items to correct locations following demonstrations.
- 4) Practice demonstrations to ensure that they will run smoothly.
- 5) Prepare and alter presentation contents to target specific audiences.
- 6) Provide product samples, coupons, informational brochures, and other incentives to persuade people to buy products.
- 7) Record and report demonstration-related information such as the number of questions asked by the audience and the number of coupons distributed.
- 8) Research and investigate products to be presented to prepare for demonstrations.
- 9) Sell products being promoted, and keep records of sales.

- 10) Set up and arrange displays and demonstration areas to attract the attention of prospective customers.
- 12) Write articles and pamphlets about products.
- 11) Stock shelves with products.
- 12) Suggest specific product purchases to meet customers' needs.
- 13) Contact businesses and civic establishments to arrange to exhibit and sell merchandise.
- 14) Develop lists of prospective clients from sources such as newspaper items, company records, local merchants, and customers.
- 15) Instruct customers in alteration of products.
- 16) Learn about competitors' products and consumers' interests and concerns in order to answer questions and provide more complete information.
- 17) Recommend product or service improvements to employers.

POSITION: FLOOR MANAGER

Choice Business Solutions believes there is no wrong person. We know that everyone is unique and talented in their own way. We are seeking the right individual to join one of our client's team as a Floor Manager.

THE RIGHT CANDIDATE WILL:

- Be responsible for the overall operations of gaming and bar floor for the shift to which they are assigned.
- Manage special events, promotions and available company items.
- Keep abreast of information pertaining to gaming operations and marketing events and be able to deliver said information to appropriate persons.
- Be responsible for the reconciliation of all cash collected and paid out.
- Ensure the company's policies and procedures are adhered to.
- Perform administrative activities such as maintaining information files and processing necessary paperwork.

- Communicate with supervisors, peers, or subordinates by providing accurate information by telephone, in written form, e-mail, or in person. This may also include resolving conflicts and negotiating with others within reason.
- Train and teach others when necessary.
- Delegate tasks to staff during shift and in your occasional absence.
- Follow the chain of command within the organization and reporting to the necessary managers when issues arise

QUALIFICATIONS AND EXPERIENCE

- Bachelors Degree – preferably in Business Management or any other related field
- Familiarity with the Betting Gaming and Lotteries Commission's regulations would be an asset
- Familiarity with The anti Money laundering prevention procedures would be an asset
- At least 2 years experience in a team leading position
- Familiarity within the field's concepts, practices, and procedures.
- A certain degree of creativity and latitude is expected.

OTHER REQUIREMENTS

THE RIGHT CANDIDATE MUST BE:

- Organized
- Professional/Discrete
- An excellent Communicator – both written and oral
- Service Oriented
- Of good Interpersonal Skills
- Excellent at Time Management
- A Critical Thinker
- Flexible in Availability
- A Team Leader

The Floor Manager will effectively manage activities related to the gaming lounge and bar operations on a daily basis, as well as all staff on his/her shift by providing direction and enforcing house rules. The Floor Manager is a liaison between the guest, gaming floor and the bar. He/she interprets the customer's needs and ensures total customer satisfaction and operational efficiency. They also ensure compliance with the company's policies and procedures.

POSITION: LINE COOK

Description:

Choice Business Solutions believes there is no wrong person.....we know that everyone is unique and talented in their own way. We are seeking the right individual to join one of our clients' team as a Line Cook.

RESPONSIBILITIES

- Set up and stocking stations with all necessary supplies
- Prepare station for service (e.g. stocking cold station fridge, stacking bags and boxes, or preparing to-go sauces)
- Prepare menu items in cooperation with the rest of the kitchen staff
- Answer, report and follow executive or supervisor instructions
- Clean up station and take care of leftover food
- Stock inventory appropriately
- Ensure that food comes out simultaneously, in high quality and in a timely fashion
- Maintains food safety standards
- Maintain a positive and professional approach with coworkers and customers

REQUIREMENTS

- Proven cooking experience, including experience as a line chef, restaurant cook or prep cook
- Excellent understanding of various cooking methods, ingredients, equipment and procedures
- Accuracy and speed in executing assigned tasks
- Familiar with industry's best practices

POSITION: HUMAN RESOURCES LEAD

Choice Business Solutions believes there is no wrong person.....we know that everyone is unique and talented in their own way. We are seeking the right individual to join an establishment as a Human Resources Lead.

The right candidate will:

- Prepare outgoing correspondences on behalf of the company, and follow through to ensure delivery and receipt
- Ensure that products needed for daily operation is in full stock
- Be able to conduct an orientation with new employees
- Be able to conduct appraisals
- Receive telephone calls, responds or/and conduct appropriate routes for action
- Schedule meetings accordingly
- Be able to prepare weekly/monthly reports as requested
- Be able to commit to tasks effectively and efficiently
- Continuously seek to improve service delivery
- Be responsible for the coordination efforts between payroll, human resources, budget and other departments to ensure proper flow and maintenance of employee data (including preparation/distribution of detailed reports, e.g. labor" home" work, overtime, leave balances, headcount, and retirement contribution reports, contract breaks)

- Establish/maintain employee records; ensure that employee changes are entered correctly and made on a timely basis

OTHER REQUIREMENTS:

- Ability to work independently
- Ability to perform any other duties assigned by management.
- Excellent organization skills
- Excellent listening skills
- Able to work beyond usual working hours in an effort to meet deadlines

QUALIFICATION & EXPERIENCE:

- Bachelor's degree in human resources
- Experience in using microsoft office word, excel and publisher
- Experience in using hr software effectively
- Knowledge of human resource procedures
- Minimum three (3) years of experience in a similar capacity

POSITION: SOCIAL MEDIA MANAGER

Choice Business Solutions believes there is no wrong person.....we know that everyone is unique and talented in their own way. We are seeking the right individual to join one of our clients' team as a Social Media Manager.

The right candidate will be responsible for creating original text and video content, managing posts and responding to followers. The social media manager will manage our company's image in a cohesive way to achieve our marketing goals.

As a social media manager, we expect you to be up-to-date with the latest digital technologies and social media trends. You should have excellent communication skills and be able to express our company's views creatively.

Ultimately, you should be able to handle our social media presence ensuring high levels of web traffic and customer engagement.

RESPONSIBILITIES

- Perform research on current benchmark trends and audience preferences
- Design and implement social media strategy to align with business goals
- Generate, edit, publish and share engaging content daily (e.g. original text, photos, videos and news)
- Monitor SEO and web traffic metrics

- Collaborate with other teams, like marketing, sales and customer service to ensure brand consistency
- Communicate with followers, respond to queries in a timely manner and monitor customer reviews
- Oversee social media accounts' design (e.g. facebook timeline cover, profile pictures and blog layout)
- Suggest and implement new features to develop brand awareness, like promotions and competitions
- Stay up-to-date with current technologies and trends in social media, design tools and applications

REQUIREMENTS

- At least 2 years proven work experience as a social media manager
- Hands on experience in content management
- Ability to travel to events as required
- Ability to deliver creative content (text, image and video)
- Solid knowledge of SEO, keyword research and Google analytics
- Knowledge of online marketing channels
- Familiarity with web