

TAPROOM MANAGER

Oakland is and always has been a beer town; a place where hard-working people would gather together to enjoy locally brewed, fresh beer. As the local population grew during the Gold Rush and building of the Transcontinental Railway, Oakland was affectionately referred to as the “Milwaukee of the West” for its numerous neighborhood-based breweries. Oakland United Beerworks is a craft brewery in the heart of Oakland’s waterfront Jack London District and we are proud to continue the great beer brewing tradition in Oakland. We are a company comprised of hard-working, humble, and team-oriented craft beer enthusiasts, dedicated to bringing quality craft beer to the Bay Area.

We are currently seeking a full-time Taproom Manager to lead our team in our taproom retail location, located in the Jack London Square area of Oakland, CA.

KEY FUNCTION

The Taproom Manager is responsible for the management of all daily taproom operations and staff, ensuring that the taproom environment is in line with the overall company standards and ethos in order to provide an exceptional customer experience.

OVERALL FUNCTION

The Taproom Manager is responsible for appropriately staffing all shifts, maintaining inventory levels, ongoing beertender education, maintenance of all draft lines and draft accessories, coordinating taproom events and rotating food vendors, and keeping the taproom clean and hospitable.

ESSENTIAL RESPONSIBILITIES

- Manage day-to-day taproom operations including but not limited to:
 - Scheduling staff and recruiting talent, when applicable.
 - Training taproom beertenders on procedures/protocols.
 - Educating staff on all new releases.
 - Maintenance and repair of draft lines.
 - Scheduling and coordinating all taproom events and bookings.
 - Attending the Jack London Brewing District meetings and assisting in event coordination, when required.
 - Scheduling all outside food vendors.
 - Ensuring adequate inventory levels for both OUB and third-party retail products.
 - Update the menus, both digital and paper menus.
 - Working taproom shifts during peak hours.
 - Ensure proper opening and closing procedures are performed.
 - Ensure that all beers on tap are acceptable for service.
 - Maintaining a clean and sanitary taproom environment.
 - Utilize labor effectively to meet budgets while ensuring high quality of service and meeting sales goals.
- Generate all required reports for the Operations Lead and CEO:
 - Weekly sales reports.

- Track inventory, sales, and expenses in SQUARE and EKOS.
- Product performance reports.
- Monthly and quarterly sales breakdowns.
- Weekly tip logs and monthly cash handling reports.
- Develop sales plans for merchandise and packaged products.
- Work with our Bookkeeper to ensure OUB meets all required sales tax filing deadlines for all taproom sales.
- Ensure an exceptional customer experience:
 - Review all customer feedback and reviews.
 - Must be well versed in de-escalation techniques and must be comfortable handling unruly guests.
 - Report all sales trends a product feedback to the Operations team.
- Maintain a safe and hospitable workplace for all taproom employees:
 - Train staff on customer service techniques.
 - Hold regular one-on-one meetings to maintain an open communication policy.
 - Assess individual performance and reward exceptional customer service.
 - Maintain a safe environment in accordance with federal and state regulations. Enforces all labor laws (federal, state and local).
 - Ensure taproom has appropriate licenses, paperwork, and records to meet ABC, legal, and regulatory compliance standards.
 - Follows procedures to maintain the safety and security of all employees, customers and company assets (building, cash, equipment, supplies).
- Ongoing optimization of taproom procedures to maximize taproom revenue.

REQUIRED SKILLS, PHYSICAL ABILITIES, & EXPERIENCE/EDUCATION

Required Skills

- Strong work ethic.
- Excellent communication skills and interpersonal skills.
- Must be detail oriented and organized.
- Must be able to work as a team while also providing leadership and structure.
- Must be willing to work nights and/or weekends as required.
- Must be 21 years or older.
- A strong working knowledge of EDD, OSHA, HAACP, ABC and TTB regulations.

Physical Requirements

- Ability to stand for prolonged periods of time.
- Able to stoop, crawl, twist, turn, lift, kneel, climb ladders and stairs.
- Able to regularly lift/carry 25lb boxes.
- Able to regularly maneuver 80lb and 165lb kegs.

Experience and Education

- Previous experience in the bar/restaurant or hospitality field is required.
- 2–3 years management or supervisor experience preferred but not required.
- Bachelor’s Degree preferred.
- Certified with Alameda County Public Health for Safe Food Handling. Must complete the California RBS Server Training.

Compensation and Employee Perks

- \$27/hour paid on an hourly basis

- Full-time, 40hrs/week
- Benefits:
 - Employee discount
 - Paid time off
 - Health benefits plan- health benefits are provided for the employee with a 50% company coverage of the insurance premium.
- Shift:
 - Day shift
 - Evening shift

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

Oakland United Beerworks is an equal opportunity employer. We do not and shall not discriminate on the basis of race, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.