Team Lead: Job Description

Name:_____

Reports to: Talent Director

Objective: A Team Lead begins to take on leadership positions within the store.Team Leads are expected to demonstrate strong character and integrity beyond just functional skill of a team member. Team Leads should be enthusiastic about teaching others and have a desire to share their knowledge and experience.

Our Why: To serve the Largo team and community with care and excellence

Our Mission: To be the fastest and friendliest restaurant in Pinellas County

Our Core Values:

- ❖ **Development:** Prioritize continuous growth, learning, and improvement in oneself, team, and as an organization.
- ❖ **Innovation:** Thinking creatively and embracing change.
- ❖ **Virtue:** To demonstrate honesty, responsibility, and compassion.
- ❖ **Excellence:** Striving for the highest standards of quality and performance.

How will we do it?

- ❖ **Operational Excellence:** Welcoming Environment, Craveable Food, Fast & Accurate Service
- ❖ **2nd Mile Service:** Personal, Proactive, Generous

Key Attributes:

- Operational Excellence
- Available to work 25 hours and close 3x per week including Friday or Saturday with open/closing availability
- Welcomes feedback
- Possesses leadership skills
- Ability to coach and develop others
- Ability to solve problems and make quick decisions when necessary
- Take charge and ownership of specific house part
- Ability to communicate effectively
- Is Adaptable
- Compassionate toward team members
- Takes initiative
- Pays attention to details

Responsibilities:

- Embody the Culture Card
- Team Leads should be aware and responsive to ALL nation updates
- Team Leads understands the proper procedures for all tasks a team member completes in their given area
- Continuously coach on all shifts
- Post at least one coaching moment in slack every shift
- Stay up to date with all pathway trainings
- Successfully train new hires
- Hold team members accountable to all Chick-Fil-A standards
- Write training notes in training workbooks 24hrs of training
- Act as support person for shift leads
- Required to attend 2/4 cleaning days
- Attending team outings is encouraged

Agreement:

I hereby understand that this is not an exhaustive list, but rather a guideline to maximize my role and to influence the Chick fil A Largo location in this capacity. I commit to all elements of preserving a healthy environment and driving culture i.e. minimal politics, minimal confusion, high employee morale, and high productivity. I will lead daily to add value and protect our environment and culture on behalf of the professionals I have the privilege to serve beside each day.

Name: _____ Date:_____