

THOUSAND OAKS ELKS LODGE
SQUARE POS MANAGER
JOB DESCRIPTION AND RESPONSIBILITIES

Overview

The Point of Sale (POS) Manager is responsible for overseeing and optimizing all aspects of the point-of-sale operations within the Elks Lodge. This includes managing POS systems, training staff, ensuring accurate transactions, and reporting.

This position reports to the Board of Trustees of the Lodge.

Key Responsibilities:

- **POS System Management:**
 - Maintain system software, hardware configuration, and product listings for on-site (Lounge & BBQ) and online sales (<https://2477elks.square.site/>).
 - Manage user access for bartenders and Lodge officers.
 - Ensure timely and accurate system updates and software upgrades.
 - Monitor system performance and identify areas for improvement.
 - Guide Lodge staff in effectively utilizing the POS system to enhance customer service.
- **Staff Training and Development:**
 - Develop and implement comprehensive training programs for POS operations.
 - Assist in training new hires on Square POS usage, cash handling procedures, and Elks Lodge customer service standards.
 - Conduct regular training sessions to improve staff knowledge and skills.
- **Transaction Accuracy and Security:**
 - Monitor daily sales reports and identify discrepancies.
 - Implement strict cash handling procedures to minimize errors and theft.
 - Ensure compliance with all relevant regulations and security protocols.
- **Sales and Customer Service:**
 - Analyze sales data to identify trends and opportunities, presenting findings to Lodge management.

- Develop and implement strategies to increase sales and improve customer satisfaction at the Elks Lodge.
- Resolve customer issues and complaints promptly and professionally.
- **Inventory Management:**
 - Collaborate with the Lodge Bar Liaison on inventory management to ensure accurate product information in the POS system.
 - Assist the Lodge Bar Liaison in monitor stock levels and identify potential shortages or overstocks.
- **Reporting and Analysis:**
 - Generate regular reports on sales, transactions, and other key metrics.
 - Analyze data to identify trends and make data-driven decisions to optimize operations.

Qualifications:

- Proven experience as a POS Manager or similar role in a restaurant or hospitality setting.
- Strong understanding of POS systems and software, specifically Square on iPad.
- Excellent problem-solving and decision-making skills.
- Proficiency in Microsoft Office Suite, particularly Excel for data analysis and reporting.
- Strong attention to detail and a commitment to accuracy.

Additional Considerations:

- **Restaurant Sales Knowledge:**
 - Knowledge of Restaurant POS systems, Liquor inventory management, and customer service standards is required.
- **Technical Skills:**
 - Proficiency in Square on Apple iPad, including operation and troubleshooting.
 - Experience with credit card terminals and inventory management systems a plus.
 - Excellent computer literacy and strong email communication skills (Gmail)