



14 West Gutierrez Street
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JOB DESCRIPTION

General Manager

Position Overview:

The General Manager (GM) oversees the daily management and operations of our reputable dry-cleaning plant. They are responsible for managing all aspects of plant operations, driving business growth, and ensuring the highest standards of Ablitt's Customer Experience. The GM will directly oversee our Production, Specialty, and Customer Experience departments, and will have direct reports in supervisory/lead roles within each department. The GM will play a crucial role in ensuring the smooth and efficient functioning of the facility while maintaining high standards of service and quality and constantly striving for improvement. The GM will help lead the organization towards operational excellence and achieving organizational goals during a major growth period.

Key Responsibilities:

1. Operational Oversight:

- Oversee all plant operations, ensuring maximum efficiency, safety, and production output.
- Support supervisors/leads to ensure day-to-day plant operations are planned out efficiently, are of a high quality, and will provide an excellent Customer Experience with every transaction.
- Support Production Manager to ensure the proper use and maintenance of all operations equipment in the plant, including the maintenance and repair of equipment to ensure quality service and the safety of employees.
- Support Fleet Supervisor and fleet vehicles to ensure a functioning program including proper maintenance logs, cleaning, repairs, working with the Controller with regards to purchases, DMV registrations, and physical documentation files.
- Working with the Management team to help develop and/or implement SOPs for departments across the entire organization.
- Working with the Management team to implement and monitor key performance indicators (KPIs) and implement corrective actions as necessary.

- Understand Ablitt's Point of Sale system (SMRT) and the flow of an item from start to finish, implementing its use to maximum capabilities.
- Provide detailed reports on overall performance, operations, and production matters.

2. Supervisory Responsibility/Team Leadership:

- Recruit, train, develop and continually mentor the supervisory/lead teams, communicating with and supporting them daily.
- Oversee the Production, Specialty, and Customer Service Manager and teams: ensure efficiency and high quality work, open communication, and professionalism among all team members.
 - i. Working with the CSR Manager, recruit, train, and/or develop the Driver Concierge Team. Ensure adequate scheduling of all drivers. Ensure maintenance of the vehicle fleet. Ensure team use of all available technology to a maximum potential (i.e. driver iPhones, route apps, POS, etc.); ensure professionalism of all Customer Experience Representatives (front counter); develop cohesive relationships between CSR, drivers, and mark-in teams, cross training team members to achieve maximum efficiency.
 - ii. Working with the Production Manager, ensure employees are working in areas that best meet their skill sets; train, re-train, or move employees into the appropriate roles.
 - iii. Working with the Specialty Manager, ensure employees are working in areas that best meet their skill sets; train, re-train, or move employees into the appropriate roles.
- Maintain employee attendance records for Management teams including scheduling, vacation approvals, and providing payroll hours and/or information bi-weekly to the payroll department.
- Conduct regular performance evaluations of supervisors/leads and provide feedback for professional development; ensure supervisors/leads are evaluating their own employees on a regular basis.
- Implement and enforce employee related company policies
- Foster a collaborative and positive work environment among all employees
- Develop staff to maintain continuous growth and job shadowing opportunities amongst different departments

3. Financial Management:

- Develop and manage the annual budget, ensuring financial objectives are met.
- Analyze market trends and competitive landscapes to identify opportunities for business development.
- Implement cost control measures to optimize profitability.

- Analyze financial reports and trends to make informed business decisions.

4. Customer Relations:

- Foster and maintain strong relationships with clients, addressing their needs and concerns. Implement initiatives to enhance satisfaction and loyalty.
- New business creation from various marketing perspectives (i.e. ad content and creation, no knock campaigns, crossing selling counter customers on route services, email campaigns, promotional items, local collaborations).
- Act as a point of contact for escalated customer issues, ensuring prompt resolution to claims and potential claims

5. Compliance and Safety:

- Act as Safety Director for Ablitt's to ensure compliance with all Federal and State safety regulations and company policies including but not limited to safety, environmental, and labor laws.
- Implement and enforce policies and procedures to maintain a safe and healthy workplace.
- Stay current on local, state, and federal government regulatory changes and keep the plant in compliance.
- Coordinate with Production Manager to conduct regular safety training programs and inspections as well as investigate and report any accidents or incidents promptly.

Additional Requirements:

- Bilingual in English and Spanish
- Proven experience in a senior management role in a manufacturing plant, hotel, restaurant, or similar industry.
- This is a 50+ hr/week salaried position. Availability to work flexible hours is necessary. Responsibilities will require some work after hours and on Saturdays.
- Proven leadership abilities including exceptional communication skills, both verbal and written.
- Experience with acquisitions helpful but not required
- Strong analytical and decision-making skills.
- Proficiency in Microsoft Office and relevant operations management software.

Salary and Benefits:

\$105-120K depending on experience

Quarterly Bonus Program

PTO starting at 40 hrs/year as well as 6 paid holidays/year

Paid Sick Leave

Medical/Vision Plan (employer sponsored)

Dental Plan (employee funded)

Employee Dry Cleaning rates

Ablitt's is committed to creating a diverse, inclusive, and equitable workplace where everyone, regardless of race, ethnicity, gender identity, sexual orientation, age, disability, religion, socioeconomic status, or background, feels valued and respected. We encourage individuals of all identities and experiences to apply. Our goal is to build a culture where differences are celebrated, and all employees have the opportunity to thrive.

We believe that diversity of thought, experience, and perspective strengthens our team and drives innovation. We are proud to be an Equal Opportunity Employer and we do not discriminate on the basis of any legally protected characteristic. All employment decisions are made based on qualifications, merit, and business needs.