

1836
SPRING MILL
DISTILLERY

Position: Bar Manager

Reports to: General Manager

Direct Reports: Bar Supervisors, Servers, Tour Guides

Indirect Reports: Events Servers

Travel: Local travel required

Position Overview

The Ward Bar at Spring Mill Distillery is looking for an experienced, hands on Bar Manager to lead our front of house team and take ownership of the day to day operations of The Ward Bar and Retail Store. This is a full time, salaried position with a minimum requirement of 40 hours per week.

The Bar Manager is a working manager who will regularly serve behind the bar while providing visible leadership, direction and accountability to the broader front of house team. This role is responsible for ensuring an exceptional and consistent guest experience, maintaining strong operational standards, building an engaged and well led team, and achieving established financial and service targets.

As the leader of The Ward Bar, the Bar Manager is expected to take ownership of the overall operation. This includes proactively identifying and addressing issues, making recommendations for improvement, supporting and developing the team, and ensuring employees have the direction, tools and accountability required to be successful.

The successful candidate will be comfortable balancing hands on service with the broader leadership and operational responsibilities of the role. **Open availability is required, including evenings, weekends and holidays, based on the needs of the business.**

Key responsibilities will include:

- Take ownership of the day to day operations of The Ward Bar and Retail, including staffing, service, inventory, cleanliness and operational readiness.
- Act as a visible, hands on leader, regularly working bartending and serving shifts while overseeing the overall operation.
- Lead, coach and support Bar Supervisors, Servers and Tour Guides, setting clear expectations and addressing performance or behavioural concerns as required.
- Ensure a consistently exceptional guest experience and promptly resolve customer concerns.
- Manage FOH scheduling, labour requirements and timesheets, working closely with the Events team to ensure appropriate coverage.
- Manage inventory and ordering, ensuring appropriate stock levels are maintained to meet business needs while effectively managing waste and cost controls.
- Monitor sales, labour and other key performance indicators and recommend actions to improve performance and profitability.
- Develop beverage menus and identify opportunities to increase traffic, sales and repeat business.
- Support recruitment, onboarding, training and development of FOH employees.
- Maintain company standards, policies, SOPs, checklists and health and safety requirements.
- Maintain a clean, organized and professional bar and retail environment.
- Stay current on hospitality and beverage trends and bring forward ideas to continuously improve The Ward Bar and guest experience.

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Qualifications:

- Minimum three years of progressive hospitality experience, including demonstrated experience in a supervisory or management role, with direct responsibility for leading and managing employees.
- Demonstrated people management experience setting expectations, coaching and developing employees, managing performance concerns and providing feedback.
- Proven ability to take ownership, identify operational needs, solve problems and follow through without requiring significant direction.
- Demonstrated experience managing bar operations, including staffing, inventory management and cost controls.
- Strong customer service skills with the confidence and judgement to effectively resolve guest concerns.
- Excellent communication, interpersonal and organizational skills.
- In depth knowledge of beverage trends, mixology and bar operations.
- Comfortable working in a hands on environment, including regularly bartending and serving as part of the role.
- Ability to work flexible hours, including evenings, weekends and holidays.
- Familiarity with point of sale systems and inventory management software is an asset.
- Intermediate to advanced knowledge of Microsoft Excel.
- Smart Serve Certificate and Food Handler Certificate required.
- Valid G driver's license with clean driving record and access to reliable transportation is an asset

What We Offer

- Salary of \$52,000 to \$58,000 annually, based on experience.
- Comprehensive health and benefits program.
- Employee discounts and Spring Mill perks.
- A unique and fun hospitality environment in a growing, entrepreneurial company.
- The opportunity to bring your ideas, take real ownership of The Ward Bar and have a meaningful impact on what comes next.

If you are an experienced hospitality leader who enjoys being behind the bar just as much as leading the team behind it, we'd love to hear from you.

Please email resume to Human Resources at brandy@culturedhr.com