



**North Channel Brewing Company**  
**Bad Axe Brewery**  
86 Washington St, Manistee, MI 49660  
Manistee, MI 49660  
231-299-1295

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**Position: Front of House Supervisor (Full-Time)**

### **North Channel Brewing Company**

North Channel Brewing is in the historic North Channel Building on Washington Street in Downtown Manistee. Situated along the Manistee River next to the drawbridge, it offers a unique setting to enjoy high-quality craft draft beer while taking in views of downtown, the bridge, and passing freighters. North Channel Brewing is an ode to the rich and fascinating history of Manistee, weaving the community's story into everything we do.

North Channel Brewing operates under Little River Holdings, the investment enterprise of the Little River Band of Ottawa Indians. Little River Holdings is a diversified holding company created to invest in, support and manage businesses that meet our investment criteria in pursuit of our mission and vision.

Mission: To bring people together through exceptional craft beer and thoughtfully prepared food, creating a welcoming space where community, conversation, and connection thrive.

Vision: To build a lasting gathering place that strengthens our community and becomes a tradition for generations to come.

Values: Love, wisdom, respect, bravery, honesty, humility, and truth.

### **Job Summary**

The Front of House Supervisor plays a key role in supporting operational excellence, guest satisfaction, team leadership, and brand standards in alignment with Native Source Restaurant Group values.

### **Essential Duties**

The following is not an exhaustive list of duties. It represents a sample of essential work. The list of duties may change at any time with or without notice at the sole discretion of Little River Holdings.

1. Full leadership and decision-making responsibility for assigned departments, teams and positions as indicated by the organizational chart, including but not limited to recruiting, training, development, mentoring, engagement, work assignments, performance management, measurable results, rewards, disciplinary action, timekeeping. Make employment decisions with assigned staff.



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2. Uphold the Seven Grandfather teachings and promote an organizational culture that integrates tribal identity, values, and customs.
  3. Lead on-floor service execution during assigned shifts, ensuring exceptional hospitality and efficient service flow.
  4. Coordinate table management, reservations, seating flow, and pacing of service.
  5. Monitor guest wait times, order accuracy, food delivery, and overall dining experience.
  6. Serve as the primary escalation point for guest concerns and service recovery efforts.
  7. Maintain cleanliness, organization, and safety standards in all guest-facing areas.
  8. Model hospitality behaviors and reinforce brand service expectations with team members.
  9. Ensure compliance with Tribal, federal, state, and local regulatory requirements in all states where LRH and its subsidiaries operate. Maintain food safety, sanitation, and workplace safety standards.
  10. Support accurate cash handling, POS usage, and closing procedures.
  11. Support consistent accountability and traction at the shift level.
  12. Identify and implement process improvements.
  13. All other duties as assigned.

**Minimum Necessary Qualifications**

Candidates must meet the following requirements, as demonstrated through past employment, education, testing, or a combination thereof:

1. High School Diploma or GED. Five (5) or more years of essential duty or experience in lieu of education may be accepted at the sole discretion of NSRG.
2. Minimum five (5) years of restaurant experience, including full-service operations.
3. Three (3) years leadership experience.
4. Knowledge of POS systems and basic cash-handling procedures.
5. Certifications/Licenses:
  1. N/A
6. Ability to:
  1. Work nights, weekends, and holidays as required.
  2. Effectively present information, perform public speaking, and respond to questions from team members and the public.
  3. Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
  4. Author a variety of instructions furnished in written, oral, diagram, or scheduled form.
7. Demonstrated successful:



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1. Customer facing operational performance.
  2. Interpersonal and communications skills, both oral and written.
  3. Root cause analysis and process improvement.

**Physical and Environmental Conditions**

1. Primarily works in a restaurant and brewery environment with exposure to noise, crowds, and kitchen conditions.
2. Some computer use.
3. Frequent lifting, bending, and reaching; ability to lift up to forty (40) pounds.
4. Long periods of standing and walking throughout the restaurant.
5. Ability to read, write and communicate in English.
6. Sight, hearing, speaking, and cognitive ability to supervisory standards.

**Indian Preference applies in accordance with Ordinance #15-600-02**

**Hiring Salary Range:** Negotiable and Commensurate with Verified Qualifications

**FLSA Status:** Exempt

**Pay Schedule:** Bi-Weekly

**Background Check:** Extensive

**To Apply:** Please submit completed resume, cover letter, education transcripts, portfolio demonstrating past experience, any/all licensure(s) and/or certifications required/relevant for the position, front and back copies of a valid Tribal ID (if applicable) to the following email address: [careers@lrhedc.com](mailto:careers@lrhedc.com)

**Conditions of employment with Little River Holdings includes superior performance in the selection process at the sole discretion of Little River Holdings, including but not limited to all of the following; any pre-employment interviews, skills testing, credentialing, reference checks and previous work history, passing post-offer drug tests and background checks, possession of valid required documents such as a Driver's License throughout employment, being insurable under the Tribal insurance policy, and successfully completing a ninety (90) day introductory period.**