



Job Title: General Manager – Hub City Brewery Taproom & Cocktail Lounge

Location: Hagerstown, MD

Reports To: Owner(s)/COO

Job Type: Full-time, Salaried

Compensation: Competitive salary

About Us

Hub City Brewery is a dynamic, community-focused brewery and cocktail lounge dedicated to delivering exceptional guest experiences through innovative craft beer, artisanal cocktails, and a welcoming atmosphere. We are seeking a passionate and experienced General Manager to lead our front-of-house operations, grow our team, and help shape the continued success of our unique hybrid concept.

Position Overview

The General Manager (GM) will oversee all daily operations of the brewery taproom and cocktail lounge, ensuring excellent customer service, team leadership, operational efficiency, and financial performance. This role requires a strong hospitality mindset, operational expertise, and the ability to lead and inspire a team in a fast-paced, beverage-focused environment.

Key Responsibilities

Leadership & Team Management

- Recruit, train, and supervise front-of-house staff including bartenders, servers, and support staff

- Foster a positive and professional work culture
- Conduct regular team meetings, performance evaluations, and ongoing training
- Manage scheduling, labor budgets, and shift coverage to ensure optimal staffing

Customer Experience

- Uphold high standards of hospitality, cleanliness, and guest engagement
- Resolve customer concerns with professionalism and discretion
- Ensure team is educated on products, including beer styles, cocktails, and seasonal offerings

Operations & Compliance

- Oversee daily taproom/cocktail lounge operations
- Manage inventory, ordering, and supplier relationships (beer, liquor, bar supplies)
- Ensure compliance with local, state, and federal health, safety, and alcohol laws
- Maintain POS systems, cash handling procedures, and financial reporting

Marketing & Events

- Collaborate with marketing and events team on programming (e.g., trivia nights, tastings, live music)
- Support social media engagement and in-house promotions
- Act as a brand ambassador both in-house and in the community

Financial Performance

- Track and report key performance metrics (sales, labor costs, COGS)
 - Manage budgets and control costs to meet financial goals
 - Suggest and implement process improvements and revenue-generating initiatives
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Qualifications

- 3+ years of management experience in a hospitality, brewery, bar, or restaurant setting
 - Proven leadership skills and team development experience
 - Strong knowledge of craft beer, mixology, and beverage service standards
 - Excellent organizational and multitasking abilities
 - Proficiency with POS and inventory systems (e.g., Toast, Arryved, Square)
 - Current ServSafe and alcohol service certification (or ability to obtain)
 - Flexible schedule, including nights, weekends, and holidays as required
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Preferred Attributes

- Passion for craft beer and spirits culture
 - Experience with event planning or community engagement
 - Familiarity with brewery operations or bar management software
 - Enthusiastic, collaborative, and solutions-oriented mindset
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Perks & Benefits

- Competitive salary
- Employee discounts on food, drinks, and merchandise
- Paid time off and flexible scheduling
- Health, Dental, and Vision Insurance and 401k