

COFFEE SHOP MANAGER

GENERAL DESCRIPTION

The Coffee Shop Manager leads a team of baristas and volunteers to create and maintain a quality coffee shop experience for our guests. The coffee shop manager is responsible for managing the overall operation of the coffee shop. This is a full time position which will include weekend hours.

Classification: Exempt; Salary // **Status:** Full Time // **Team:** Connections // **Supervisor:** Connections Director: Tammy Gray

WORK SCHEDULE

- Weekdays – specific schedule to be determined
- Weekends – specific schedule to be determined
- Events as assigned

ESSENTIAL DUTIES & RESPONSIBILITIES

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- Deliver quality customer service to all coffee shop guests, maintaining the philosophy that the guest comes first, by discovering and responding to customer needs.
- Approaches each guest interaction with a heart of service and an attitude of ministry.
- Manage and disciple the barista and volunteer coffee shop teams, assist with their needs and resolve any concerns or difficulties.
- Create and distribute weekly and monthly schedules for all barista and coffee shop volunteer positions, ensuring appropriate coverage and rotations.
- Serve as the coffee shop staff expert, and provide input and support for requested events, activities and church gatherings.
- Implement systems, processes, and policies for the coffee shop which support and align with overall church vision, goals, policies and protocols.
- Work with Connections Director to develop, implement, and manage the budget, coffee shop inventory, master calendar, and annual plan for the coffee shop.
- Develop, participate and oversee café performance standards, goals, and priorities.
- Ensure good stewardship of human and fiscal resources.
- Ensure the coffee shop team is prepared and trained on all safety & security protocols in case of an emergency or evacuation.

- Maintain records, manuals, and documents pertaining to the coffee shop.
- Ensure compliance with all food-handling, business, and government agencies.
- Follow health and sanitation guidelines for all products.
- Maintain all coffee shop equipment.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Ethics** - Treats people with respect; inspires the trust of others; works with integrity and ethically.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

- Safety & Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- Initiative - Asks for and offers help when needed. Undertakes self-development activities.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- High school diploma or GED.
- Customer service experience in a retail or restaurant environment (minimum 2 years).
- Experience in a supervisory role (minimum 1 year).
- Retail coffee shop experience.
- Previous volunteer experience in a church environment.
- Proficient in Microsoft Office applications and P.O.S. systems.
- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

PREFERRED REQUIREMENTS

- Experience with product management, labor management, and small business marketing.
- Experience managing volunteers.
- Experience analyzing financial reports.

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some lifting (up to 50 pounds).

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model Biblical understanding and maintain a consistent personal devotional life;
- Model Biblical commitment and become a covenant member of Rock Point Church;
- Model Biblical family life before the body and regularly attend worship service with your family;
- Model Biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model Biblical community; and
- Model Biblical generosity and financially support Rock Point Church.