

# CAFE 4 OPERATIONS MANAGER

## Role Description

**Position Summary:** The Cafe 4 Operations Manager leads the way for the ultimate coffee shop and ministry experience. They act as an example of excellence on the floor. The Cafe 4 Operations Manager excels in customer service, product knowledge, managerial skills and collaboration with the Director of Cafe 4.

**Uplink:** Director of Cafe 4

**Department:** Cafe 4

**Classification:** Permanent, full time, non-exempt, hourly, 40 hours per week

**Works Closely With:** Cafe 4 team, Facilities, Security, Cafe 4 suppliers and guests

### **Key Areas of Responsibility:**

#### **Discipleship**

- Disciple team by being an example of Christ with humility, kindness, patience, and friendly excellence.

#### **Management**

- Supervise and mentor Floor Lead, floor staff and volunteers.
- Ensures quality standards are met in coffee production and exemplifies what it means to be a Cafe 4 employee.
- Handle day to day operations.
- Assist in onboarding new staff members including training employees on Cafe maintenance, drink preparation, and proper use of coffee equipment.
- Build relationships with customers, being available to help resolve any issues that arise.

#### **Money**

- Manage cash and make weekly deposits.
- Maintain sufficient change and go to the bank as needed.
- Count, distribute, and report tips weekly.

#### **Point of Sale (POS)/Back End**

- Update menu, prices, and modifiers on POS software (Revel) as needed.
- Contact Revel representatives to address any POS issues.
- Assist in tracking staff payroll, and manually make adjustments/corrections to staff hours as needed.

#### **Orders**

- Take inventory and make weekly orders, adjusting items and quantities of orders as needed.
- Source new suppliers/vendors as needed according to price and product availability.
- Update and adjust the costings spreadsheet. Manage and adjust price changes of products on the costings sheet.
- Monitor product delivery times and dates; check delivery area for Cafe packages.

**Tasks**

- Obtain goods and supplies needed for Cafe.
- Contact suppliers, staff, and vendors when needed.
- Manage and schedule social media posts, respond to Yelp reviews, adjust hours on necessary platforms.
- Manage house accounts on a monthly basis and report charges to the Business Office.
- Ensure all cafe areas are clean and tidy.
- Track maintenance and repair needs: Contact the Facilities team or technicians for maintenance or repairs, and follow up as needed.
- Submit support tickets and follow up with the IT department as needed.

**Schedules**

- Prepare and/or confirm, publish and print staff schedules.
- Adjust schedules and shifts in cases of staff absence.
- Attend weekly meetings with the Director of Cafe 4.
- Attend 3Crosses staff meetings and trainings as assigned by Cafe 4 Director.
- Other relevant duties as assigned by uplink.

**Qualifications:**

- Strong and growing walk with Jesus Christ.
- Manger Level food handlers license (Obtain before start date)
- Experience working autonomously with little to no supervision.
- Strong interpersonal skills with a proven ability to build relationships.
- Physical ability required for the job such as standing for long periods of time, occasional lifting/carrying of up to 40lb, and frequent/precise work with barista equipment.
- Energetic personality and can-do attitude.
- Reliable with overall attendance and availability.
- Experience in the coffee industry, including familiarity with operating an espresso machine, managing orders, customer service, quality control, etc.
- Management experience required.

**Schedule:** Full time, 40 hours per week with flexibility in schedule to assist Cafe 4 staff and Director as needed. Sunday availability preferred.

**Compensation:** \$23.00/hour with full benefits