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.
- Manager 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: $24.00/hour with full benefits

3Crosses is an at-will employer. This means that employment is for an indefinite period of time and it is subject to termination by employee or 3Crosses, with or without cause, with or without notice, and at any time.

_____   _____
Employee Name (printed)   Date

_____
Employee Signature

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Note: Role Description subject to change depending on the unique qualifications of the applicant [Updated 08/17/2022].