

# POSITION DESCRIPTION

**TITLE:** Café Manager

**START DATE:** June 2024

**STATUS:** Full-Time

**REPORTING RELATIONSHIP:** Reports to Executive Pastor

**CHARACTER:** Demonstrates the qualities of a follower of Jesus Christ: Loving God and loving others, exhibiting a desire to live in relationship with those within the church and having a yearning for people who do not yet know Jesus as Lord and Savior.

**POSITION DESCRIPTION:** The responsibilities of the café manager include, but are not limited to, working closely in a supervisory role with staff members, overseeing scheduling, monitoring productivity, and providing feedback to ensure that staff are providing the best experience possible to customers. Additionally, a café manager must monitor budgets, including expenses, and sales. They also track and maintain inventory to ensure that supplies are available as needed.

A successful café manager will have experience working in various roles within a coffee shop and be available to work flexible shifts including weekends and holidays. The manager is a member of the Oak Pointe Church staff and considers their position a ministry position. The goal of the café manager is to offer our customers uncommon and surprising hospitality. The result is the customer feels known and blessed.

An ideal candidate will have acquired both management and leadership skills and will be able to ensure that all duties within the café are conducted with customer experience and service in mind.

## QUALIFICATIONS:

- High school diploma or GED with special consideration given to those with additional education. A degree in Business Administration or Business Management is preferred.
- 2 Years experience working in the food or hospitality industry. Managerial experience preferred.
- Must love to be with people
- Must have awareness of regulations concerning food health and safety
- Proven management skills with exemplary organizational, time management, communication, and customer service skills

## RESPONSIBILITIES:

- Recruit, hire, train, and supervise café staff to be ministers of Christ-like hospitality
- Oversee scheduling of staff members and be able to quickly find replacements in the event of a staff member being sick or absent
- Develop a volunteer team to work shifts during Sunday mornings and other busy times
- Monitor budgets to ensure that the café is “financially responsible.” Actively find ways to lower operational costs while expanding the café’s customer base
- Monitor and maintain inventory
- Work closely with customers to answer questions and listen to complaints regarding food quality and customer service before working to resolve those complaints promptly
- Listen to customer preferences and make suggestions for menu items
- Potentially play a role in ensuring Building Security, including monitoring the playscape and opening/closing the building.