

## 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:** Operations // **Supervisor:** Operations  
Lead Director: Ann Newman

### WORK SCHEDULE

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

### ESSENTIAL DUTIES & RESPONSIBILITIES

- 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 Operations Lead Director to develop, implement, and manage the budget, coffee shop inventory, master calendar, and annual plan for the coffee shop.
- Develop, participate, and oversee coffee shop 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.