



Everyday Café is a social enterprise of Bible Center Church

The Director of Operations for Everyday Café is responsible for leading team members in the efficient and profitable operation of the café. He/she is responsible for the day-to-day operation of the café and establishing a positive environment, which provides consistent fast, efficient, and friendly service for Everyday Café customers.

Director of Operations' Responsibilities

Café Operations

- Develop and execute sales and profit plans that are aligned with budget
- Ensure proper team member coverage, scheduling according to the needs of business
- Oversee marketing functions
- Able to perform all POS duties, front and back of house functions including opening and closing procedures, personnel management and inventory
- Maintain proper loss prevention standards for sales and inventory
- Maintain a clean and adequately stocked café
- Identify staffing, recruiting, interviewing, hiring, and training needs of qualified candidates
- Facilitate on-going training and development of staff
- Promote and practice safe work habits
- Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment
- Conduct monthly team member meetings to review policies and procedures and to identify areas of needed improvement
- Expand café catering and special event opportunities

Service

- Demonstrate outstanding service to customers and staff
- Work to solve customer problems in various situations
- Ensure that all team members provide customers with efficient, friendly, superior service on a consistent basis
- Maintain high cleanliness standards consistently in the café in appearance, merchandise and equipment

Product

- Ensure that all café drink recipes and procedures are followed

- Ensure that all café food offerings maintain the highest quality and consistency
- Taste drink and food products regularly for quality assurance - espresso coffee is calibrated and taste tested every morning before cafe opens and barista shift change
- Proper note taking and verbal communication is expected to maintain the espresso's grind, taste and appearance quality

Training and Development

- Train and achieve ServSafe certification within first 30 days
- Provide ongoing training and development to all team members (barista, order transaction and sandwich prep) in the areas of operating standards, customer service and product knowledge
- Demonstrates the ability to lead and effectively communicate Everyday Café principles
- Build morale among team members by fostering a work environment where team member input is encouraged and valued
- Ensure each team member has received proper training to perform as a barista or cashier
- Measure team member performance regularly
- Coach and counsel team members for improved performance, documenting developmental plans as necessary.

Qualifications/Requirements:

- Able to work well in a team environment and handle multiple assignments
- Reliable
- College education preferred
- Management experience preferred
- Comfortable with technology
- Must be able to work weekends, evenings and special events as needed
- Well-organized and detail-oriented
- Proficient in Microsoft Office Suite (Excel, Powerpoint)
- Effective problem solving/decision making abilities
- The position requires frequent standing and use of hands and arms
- Must have excellent verbal and written English communication skills
- Experience with community collaboration desirable

Scheduling:

The schedule will vary dependent on the needs of the café. The position is full-time with benefits. Must have transportation and be able to make catering deliveries.

Reports to:
Executive Director of the Oasis Project

Salary:

Salary Range from \$38,500 - \$43,000