

Cafe Leader

The Cafe Leader position is responsible for leading the team members and cafe in an efficient and profitable manner. This includes, but is not limited to: day to day store operations, quality control, fostering a positive community environment, and ensuring consistent quick service with a focus on hospitality. The Cafe Leader, along with the management team, set the standard for the brand by exhibiting the company values of quality and service.

Requirements

- Minimum of two years of management experience within a service industry.
- Ability to effectively communicate, both verbally and in writing.
- Approachable, diligent and willing to work with others.
- Demonstrates a strong work ethic and desire to accomplish any task.
- Must have strong organization skills and time management skills.
- Certified Food Safety Manager (preferred).

Job Description

Customer Experience

- Leader of the cafe customer experience. Ensuring all customers receive excellence in both products and services.
- Cultivate a cafe environment that is inviting, clean, and mirrors the Lucky Goat Coffee brand image.
- Driver of company promotions and events for your staff and customer base.

People

- Create a culture that attracts, retains and develops the highest quality of employees. Work in conjunction with the District Manager to ensure proper levels of staffing at all times.
- Oversee the Homebase scheduling system to meet daily cafe needs.
- Establish a well trained staff through working with Lucky Goat Coffee Educator to elevate the level of education and training. Ensuring your cafe staff has a strong, working knowledge of all Lucky Goat Coffees, coffee and tea regions, differing brew methods, etc.

Operations

- Oversee cash handling and loss prevention processes including being able to perform all POS duties and tip share.
- Maintain proper inventory for behind the bar and front retail space. Inventory will be ordered through corporate office, local bakery and milk supplier. Par levels will be established and maintained at the café level through the Clover operating system for retail items.
- Maintain high-quality standards of food and beverage preparation in accordance with Food Safety regulations.

Benefits

- Healthcare package including dental and vision.

- Paid Holidays along with Vacation and Sick Leave as listed in Employee Handbook.
- Opportunities for continued education within the coffee and management field.