



*Everyday Café is a social enterprise of Bible Center Church.*

*The Everyday Café manager is responsible for leading team members in the efficient and profitable operation of the café. He/she is responsible for managing 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.*

#### *Team Manager 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 media management 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

##### *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
- 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 SafeServ 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
- Coaches and counsels 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 overtime, including 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 initial position is 20 - 28 hours per week but may increase as the business grows.

#### *Reports to:*

Chief Operating Officer of Oasis Foods

#### *Salary:*

Commensurate with experience

For more information: [careers@oasispgh.com](mailto:careers@oasispgh.com) or 412-727-6845

