

Coffee Shop Director

Job Description

Job Summary:

The Coffee Shop Director is responsible for leading all team members in the efficient and profitable operation of The Pour. Responsible for managing the day-to-day store operations, maintaining high store standards and conditions, and fostering a positive environment. Strives to always provide consistent fast, efficient, and friendly service ensuring a quality experience for both our customers and team members. The store manager creates the tone and personality of the store by being a proponent of training, customer service, product knowledge, encouraging safe work practices, and a demonstrated commitment to our mission statement.

Store Operations:

- Develops and executes sales and profit plans in order to reach ministry goals.
- Ensures and is accountable for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Maintains and utilizes financial reporting tools, and works closely with the Financial Director to ensure accurate records.
- Hires/coordinates and trains quality team members and volunteer staff. Facilitates ongoing training and development for current staff.
- Manages labor costs by staffing and scheduling appropriately, according to seasonal needs.
- Oversees all cash and media management functions. Proficient at performing all POS duties, front and back of house functions including opening and closing procedures.
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.

- Creates and maintains a clean, well-merchandised store.
- Plans, executes and communicates all promotions and new product information effectively and efficiently.
- Promotes and practices safe work habits, identifying and resolving potential safety hazards. Works with staff to correct any inconsistencies to eliminate safety concerns.
- Creates and communicates store service, product, and safety policies. Holds team members to that standard, and uses disciplinary actions when needed.

Service:

- Is responsible for modeling customer service standards that consistently exceed customer expectations. Monitors, coaches, and encourages team members to meet these standards.
- Pro-active in solving customer problems and satisfying customers in various situations.
- Ensures that all team members are committed to the highest level of service, and can execute that service on a consistent basis.
- Maintains high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment.

Training & Development:

- Provides ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Demonstrates the ability to lead and effectively communicate our mission.
- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Ensures each team member has received proper training to

- perform as a barista or shift supervisor efficiently.
- Continually develops team members by establishing specific performance goals and measuring progress.
- Coaches and counsels team members for improved performance, and documenting disciplinary actions as required.

Marketing:

- Plans and implements an efficient and cost-effective marketing program, directed at bringing in a wide customer demographic.
- Works with Ark staff to effectively communicate our mission and goals to the public.
- Reaches out to community leaders in order to raise awareness for Pour/Ark projects
- Uses social media to promote and connect with customers, while presenting the progress of projects and residents.

Special Projects

- Plans (in conjunction with The Ark staff and Board, when appropriate) special projects aimed at fundraising for either The Ark or a specific cause that would funnel through The Pour.
- Coordinates volunteers to hold fundraising events or programs happening in The Pour.
- Oversees all cash handling, and works with the Financial Director to direct funds to the appropriate place.
- Partners with community and church leaders to reach fundraising goals