



## **Café Manager Job Description**

The SoulFull Cafe is looking to hire an experienced manager to oversee the day-to-day operations in our wellness cafe. Managers will demonstrate exemplary management, kindness and leadership skills to ensure that our employees carry out all duties efficiently. In addition, managers will receive ongoing education and instruction for personal mental wellness as we strive to “nourish the soul” of our employees and ourselves. We believe that happy employees will result in happy customers.

### **Responsibilities:**

- Work cohesively with additional manager(s) to ensure overall cafe functioning
- Recruit, train and supervise cafe staff
- Prepare weekly work schedules for staff and approve any schedule changes
- Be attentive to the budget
- Fluent in identified Point of Sale and drive thru systems
- Ensure the cafe is clean and well-presented at all times
- Take inventory of food and supplies and order new stock as needed with owner approval
- Develop rapport with customers
- Receive delivered cafe supplies and verify correct items, quantities and quality of order
- Accept customer feedback and resolve concerns in a kind and compassionate manner
- Identify new strategies to retain and attract customers
- Participate in “Laundry Time” and help to plan “Laundry Time Events”
- Balance the till and make deposits as assigned
- Keep machines and appliances in top condition
- Ensuring full compliance with health department codes and procedures
- Complete and maintain the Food Safety Manager Certification
- Other duties as assigned

### **Requirements:**

- Previous management experience
- Sound knowledge of food health and safety regulations
- Knowledge of food allergies and food borne illnesses
- Exceptional customer service
- Food handlers permit
- Exemplary leadership and business management skills
- Excellent organizational and time management skills
- Exceptional customer service skills
- Strong communication skills, both verbal and written
- Personal commitment to mental wellness

### **Compensation:**

Full and part time positions available; \$16-\$20/hour DOE