



## **Shift Lead Job Description**

The SoulFull Cafe is looking to hire shift leads to help oversee day-to-day operations in our wellness cafe. Shift leads will demonstrate exemplary management, kindness and leadership skills to ensure that our employees carry out all duties efficiently. In addition, shift leads 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 other shift leads and managers to ensure overall cafe functioning
- Help to train and supervise cafe staff
- May assist in preparing weekly work schedules for staff and approve any schedule changes
- Be fluent in identified Point of Sale and drive thru systems
- Ensure the cafe is clean and well-presented at all times
- Be able to perform all job responsibilities, filling in where necessary
- Develop rapport with customers
- Accept customer feedback and resolve concerns in a kind and compassionate manner
- Participate in “Laundry Time” and help to plan “Laundry Time Events”
- Balance the till and make deposits as assigned
- Ensuring full compliance with health department codes and procedures
- Other duties as assigned

### **Requirements:**

- Exceptional customer service skills
- Provide positive supervision
- Food handlers permit
- Proven leadership skills
- Excellent organizational and time management skills
- Strong communication skills, both verbal and written
- Personal commitment to mental wellness

### **Compensation:**

\$10-\$12.00/hour DOE