

Position: Assistant Manager

+Part time: 30+ hours per week

-Job Description:

The assistant manager is responsible for assisting the general manager in maintaining a coffee shop environment that provides efficient, friendly, and high-quality experience for all that walk through the shop's door. Assistant managers focus on barista training, product education, customer service, and proper behind-the-counter practices via leading by example. This position directly supervises baristas and acts as manager on duty in the absence of the general manager.

Essential Functions:

+Anticipates customer and store needs by constantly evaluating environment and customers for cues. Communicates information to shop manager to ensure all members of the team can respond as necessary to achieve an excellent quality of service.

+Assists in all aspects of new-hire training by positively reinforcing performance and giving encouraging and respectful feedback as necessary.

+Creates a positive learning environment by providing clear, specific, and respectful coaching and feedback to colleagues to ensure operational excellence and customer satisfaction.

+Develops positive relationships with the shop's team, understanding individual motivations, needs, and concerns.

+Upholds the concept of "servant leadership" by empowering all that interact with the business to develop and perform as highly as possible.

+Collaborates with the shop management team to ensure a unified vision and unified processes for the business.

+Tastes products on a per shift basis for quality assurance.

+Follows all FOH and back office systems including opening and closing procedures-coordinating with the shop manager as necessary.

+Promotes and practices safe and hygienic work habits, reporting potential safety hazards, operational inconsistencies, and team member incidents to the store manager.

-Qualifications:

+A passion for providing a premium specialty coffee experience which includes service, quality and consistency of products, and presentation.

+Ability to direct the work of others.

+Willing and able to work evenings, weekends, and special events as needed.

+Well-organized and detail-oriented and able to multi-task.

+Excellent written and verbal communication skills. Able to utilize Microsoft Office Suite.

+Minimum 1 year customer service experience. Relevant leadership experience preferred.