

Position: General Manager

+Full time: 35-40hrs a week

-Job Description:

The general manager is responsible for maintaining a coffee shop environment that provides an efficient, friendly, and high-quality experience for all that walk through the shop's door. Our general managers are innovative and collaborative leaders who can motivate, discipline, direct, support, and encourage his or her team and create the best possible environment for customers and colleagues alike. He/she also demonstrate commitment to Soma's house rules and procedures through training, demonstrating customer service, excellent product knowledge and education, and utilizing safe and hygienic work practices. Most importantly, our GMs must have a love for coffee, people, and the Bloomington community.

Essential Functions:

- +Anticipates customer and store needs by constantly evaluating environment and customers for cues. Shares information with the management and barista team to ensure all can respond as necessary to achieve an excellent quality of service.
- +Contributes to all aspects of training and developing the shop's barista team by positively reinforcing performance and giving encouraging and respectful feedback through leading by example.
- +Creates an engaging environment for baristas by providing clear, specific, and respectful coaching and development to all team members.
- +Fosters positive relationships with the shop's regular customers, understanding individual motivations, needs, and concerns.
- +Collaborates with entire Soma management team to ensure a unified vision and unified processes for the business.
- +Masters a thorough knowledge of all products, tasting for quality and consistency on a per-shift basis.
- +Follows all FOH and back office systems, including opening and closing procedures, inventory and ordering of ingredients, compiling weekly barista schedule and bi-weekly payroll reports, and general bookkeeping.
- + Accountable for the overall profitability of the café though managing stock rotation, limiting food waste, tracking and accounting for changing food and labor costs. Thoroughly evaluates and responds to internal and external influencing factors in sales trends.
- +Promotes and practices safe and hygienic work habits, promptly reporting and addressing all potential safety hazards, operational inconsistencies, and equipment / facility work orders.

-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/holidays as needed.
- +High level of organizational skills and executive function
- +Excellent written and verbal interpersonal skills. Able to efficiently utilize Microsoft Office Suite.
- +Prior management experience required. Specialty coffee management experience highly preferred.