

Job Description:



Store Manager

General Description

This position will be responsible for:

- † Managing the various components of daily operation of the grāz store including coffee, cafe and grocery.

General Qualifications and Requirements

The qualified candidate will have an ability to handle a fast-paced and ever-changing environment. The ability to equip, train and manage direct staff and volunteers is a key component to this role. The candidate will be highly process-oriented and able to train others in standard work to ensure quality products and to maximize labor output. The candidate will be responsible for ensuring good customer service and safe practices are being followed by staff and volunteers.

This candidate will be the direct supervisor for all grāz staff including Chefs, Coordinators and Associates. Teamwork is essential to the success of this role. This position works closely with and reports directly to the Director, Retail. This position will require at least 40 hours per week and is located at grāz.

Desired Skills and Character Traits *(1 Timothy 3:1-13)*

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| † Servant-minded and submissive in spirit | † Eagerness to contribute |
| † Hospitable & welcoming | † Flexibility |
| † Able to respond with sensitivity | † Disciplined with time and effort |
| † Team player | † Organized, detail oriented, and process focused |
| † Exemplary integrity and work ethic | † Able to maintain confidentiality |
| † Teachable spirit | † Professional |
| † Discerning in conversations | † An understanding of market value for goods |
| † An understanding of inventory Management | |

Desired Spiritual Gifts (1 Corinthians 12:1-31; Romans 12:1-21)

- † **Administration:** Able to develop and manage people and organizational systems
- † **Exhortation:** Able to encourage, assist and motivate staff, volunteers, and customers; gracious with others in all situations
- † **Serving:** A focus on meeting needs, both in those we serve and those that serve alongside us
- † **Leadership:** Able to lead others by example with clear direction, training and wisdom
- † **Hospitality:** To warmly welcome people to better serve those in need

Key Areas of Responsibility

General Responsibilities

- † Manage daily operations for profitability and to provide a quality retail experience
- † Direct Staff and Volunteers in their daily activities to manage the flow of customers
- † Coordinate with Chef for items being offered to adjust menu and pricing for displays and POS systems
- † Scheduling of employees and volunteers
- † Develop and maintain relationship with vendors for all store products
- † Trained in Safe Serve practices
- † Responsible for operation of and maintaining POS system and other reporting

Customer Service

- † Ensure the best customer service is being provided by all staff and volunteers

Food Prep/Cleanliness

- † Ensure store areas are clean and organized
- † Ensure that all food and drink safety and sanitizing practices will meet required standards for public health and safety
- † Understand all roles to be able to train new hires
- † Report all known maintenance issues to appropriate corporate department

Other Requirements

- † This position will require a complete understanding of the roles of Chef, Café Coordinator and Café Associate
- † Ability to see in color vision, to read and to hear instructions from others; to regularly stand, use hands at counter height for grasping, holding and reaching and to lift up to 50 pounds; to occasionally, bend, kneel and climb stairs.
- † This position will be occasionally exposed to cold, non-weather conditions, it will regularly be exposed to use of sharp knives and high temperature surfaces
- † Must be proficient in opening and closing procedures for all areas of the store
- † Receive/store inventory items and follow proper food safety guidelines
- † This position will include evening or weekend hours as needed
- † Will require general knowledge of computers and be able to use Office 365 and other basic business software