



Associate Director of Cafe Operations | Gather Thrift & Cafe

SUMMARY: The Gathering Place in Brunswick, Georgia is seeking an experienced leader to serve as its Associate Director of Cafe Operations over Gather Cafe a new cafe/coffee shop in “Gather” ministry and outreach center. The incoming Associate Director of Cafe operations will oversee all aspects of operations, growth, efficiency, and profitability of the cafe. This person will ensure components of the Cafe operate in a productive manner to reach or exceed sales goals through creative, entrepreneurial, and collaborative leadership. The Gathering Place is looking for a Cafe manager to motivate our staff and provide excellent customer service. The responsibilities of this role include scheduling shifts for baristas, monitoring daily expenses and revenues, ordering supplies and necessary food items from our menu, making sure the cafe and back kitchen are clean and organized, and teaching workforce development students how to run a café. The associate director will be available to work during opening hours, including weekends. The manager will help increase efficiency, boost customer engagement, and turn our cafe into a favorite local spot.

REWARDS:

- Competitive salary based on experience and bonus based on performance
- Strong benefits package including match towards retirement contributions
- Enjoy the coastal lifestyle of the Golden Isles

REQUIREMENTS:

- High school diploma (minimum), (bachelor's degree preferred)
- Excellent communication skills with the ability to manage and motivate a team
- Experience in coffeeshop/restaurant management, training in food safety
- Comfortable working with diverse cross-cultural populations
- Expert experience with coffee shop equipment
- Availability to work within opening hours (including weekends and holidays)
- Customer service attitude
- Ability to keep inventory organized and cafe clean and aesthetically appealing

RESPONSIBILITIES:

- Oversee the daily operations of Gather Cafe
- Ensure the behavior of all employees, volunteers, and students is in accordance with the philosophy, policies, and values of The Gathering Place

- Train staff to ensure all customers, donors, clients, and volunteers have exceptional customer service experiences
- Plan, prepare and publish work schedules and assign employees, students, and volunteers to specific duties
- Lead staff to implement pricing policies, maintain cafe appearance and keep cafe layout attractive, clean, customer friendly, and free from any hazardous conditions or materials
- Manage day-to-day operations of the cafe
- Work with Gather Director to hire and onboard new staff and baristas
- Train employees and any interns in drinks preparation and proper use of coffee equipment
- Coordinate with vendors and order supplies, as needed (like takeaway cups, coffee, milk, and other ingredients) Manage relationship with broad-liner, including weekly orders.
- Maintain updated records of daily, weekly, and monthly revenues and expenses
- Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
- Ensure all cafe areas and prep-kitchen are clean and tidy
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- The Associate Director of Gather Cafe will be cross-trained in both Cafe and Thrift operations and will cross-train on-boarded hourly staff.

Date: February 1st, 2022

Location: Brunswick, Georgia

Supervisor: Gather Director

FLSA: Exempt

Apply by sending resume to: Apply@TheGP.org

Disclaimer: All applicants must submit to background check and drug screening. This job description not designed to be a complete list of all duties, responsibilities, and safety requirements required of this position.

Equal Opportunity Employer