

Job Title: EZ47 Coffee Shop Supervisor

Reports to: Food Service Director

Status: Non Exempt

Pay Rate: \$20 - \$23 per hour – pending experience

Job Description:

The primary purpose of this role is to manage the EZ47 Coffee Shop within the Fresno Mission's City Center location. As the coffee shop supervisor, you will be an important part of the local community, helping to make meaningful connections every day. You'll lead the store's operations, staffing, customer satisfaction, product quality, financial performance and team development. Best of all, you'll help to create a welcoming and inclusive environment for all those we serve!

Who you are:

You have years of coffee loving under your belt and want to share that love with others around you! You realize that a good cup of coffee is the gateway to good conversation, friendships and the growth of relationships. You have a desire to share with others, invite people in and want to make them feel welcome and a part of something. You also like to train and develop staff to have terrific customer service and offer a great tasting cup of coffee!

What you'll do (just the basics):

Duties include but are not limited to:

- Customer Delight - Ensure all aspects of the customer experience reflect the values and culture of the Fresno Mission.
- Ensure that the shop is organized, merchandise is placed properly, all areas are maintained, clean, and contribute to the overall atmosphere.
- Know your customers and create relationships
- Team Management - Maintain an accurate and up-to-date plan of staffing (paid and volunteers) for maximum efficiency.
- Prepare schedules to ensure that the shop is adequately staffed for all shifts
- Onboard and train new employees and volunteers; ensuring consistency and quality control
- Provide ongoing feedback and support to all team members to deliver the highest level of customer satisfaction; ensure that opportunities are taken to go above and beyond for our guests.
- Show strong leadership to the team by being a role model through adhering to all company policies and procedures.
- Completes a prompt weekly inventory, ensuring that the inventory count is complete and accurate; monitoring inventory throughout the week.

- Maintain relationships with all vendors, including placing orders, introducing new products, tracking and minimizing waste. Possible pick-up of products outside of normal delivery time to keep café stocked.
- Enforce sanitary practices for food handling, general cleanliness, and maintenance of all coffee shop areas. Ensure compliance with operational standards, federal/state/local laws, and ordinances.
- Provide support with all partner organizations, events and catering orders to ensure quality, accuracy, and delivery.
- Good communication skills with the Food Service Director to help the shop run efficiently.
- Daily operations to include such things as food and drink preparation, stocking, rotation, inventory, quality and consistency, etc

Requirements:

- Minimum of 3 years supervisory experience / specializing in a coffee shop is a plus
- Ability to manage effectively in a fast-paced environment
- Strong leadership skills with the ability to coach and mentor others
- Ability to manage store operations independently
- Strong interpersonal skills
- Ability to plan and prioritize workload
- Knowledge of customer service techniques
- Strong problem-solving skills
- Possesses and maintain a Christian testimony of faith and experience in Jesus.
- Must be in agreement with the Statement of Faith of the Fresno Mission.

Application Process:

Individuals interested in being considered for this position should email the following documents:

1. Letter of interest which includes a narrative detailing how you believe you qualify for this position.
2. An updated resume.
3. The names, email addresses, and phone number of three references.

Please email all documents to HR@fresnomission.org

No phone calls