



Café Manager Job Description

REPORTS TO: CEO and CFO/COO of Unicorn Children's Foundation

JOB SUMMARY:

The Unicorn Children's Foundation is looking for a Cafe Manager to help launch the Special Percs Café that will provide vocational training and employment opportunities for adults with developmental or learning disorders. The role is a unique mix of fast-paced café skills and fulfilling relationship-building by way of paid training and employee development. The Café Manager will bring essential skills to the supported employment environment of Special Percs Café. In addition to managing this start-up business, the Café Manager will train people with developmental and learning challenges (trainees) to prepare and serve coffee drinks, among other skills. The Café Manager role requires flexibility, creativity, and commitment in creating a positive, learning environment with clear, specific, timely, and respectful coaching efforts. The business will start as a mobile vending service, travelling to events and offsite locations while the physical location is under construction.

The Café Manager is expected to organize daily operations and motivate our staff to provide excellent customer service. The Café Manager responsibilities include but are not limited to: scheduling shifts for baristas and wait staff, monitoring daily expenses and revenues and ordering supplies, overseeing customer orders are properly filled, and oversee proper cleaning and maintenance of equipment. To be successful in this role you should have work experience with various roles in coffee shops and have extensive training and experience as a Barista. You should be available to work during opening hours, including weekends and holidays. Ultimately, you will help increase profitability, boost customer engagement, and turn Special Percs Café into a favorite local spot.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Manage day-to-day operations of the café
- Hire and onboard new Baristas
- Assist with permits and licenses, menu development and beverage guides, coffee bar design and equipment selection, vendors selection, and completion of strategic and operational business plan
- Assist Baristas with understanding proper customer service skills, safety procedures, cleanliness of work areas, and job expectations
- Train employees on essential functions related to café drink preparation, service and proper use of equipment
- Coordinate with vendors and order supplies, as needed (like coffee beans, takeaway cups, coffee, milk and other ingredients)
- Scout potential sites/opportunities for mobile coffee cart placement
- Maintain updated records of daily, weekly and monthly revenues and expenses
- Add new menu items based on seasonality and customers' preferences (for example vegan coffee drinks)
- Set up POS system to manage sales, customer rewards program, inventory, marketing, and rapid pickup/online sales

- Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
- Ensure all café areas are clean and tidy
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Adhere to all food safety standard operating procedures, provide staff training, ensure staff are following procedures, and oversee all visits from the Health Department
- Ensure the café operates in line with the mission of Unicorn Children's Foundation
- Train foundation Barista and Brewing skills to small groups of adults with developmental or learning disorders

SKILLS:

- Work experience as a Cafe Manager AND Barista
- Creativity, flexibility, and patience
- Organization skills pertaining to inventory management and accounting
- Extensive hands-on experience with professional coffee and espresso machines
- Good math skills
- Familiarity with operation of a POS system
- Excellent communication skills with the ability to manage and motivate a team
- Customer service attitude
- Strong time management skills
- Experience working with individuals with developmental/learning challenges is preferred

REQUIREMENTS:

- High school diploma
- Must have Certified Food Protection Manager (CFPM) Certification
- Additional certification (e.g. in Business Administration or Hospitality) is a plus
- Additional certification from the Specialty Coffee Association is a plus
- Availability to work within opening hours (including weekends and holidays)
- Driver's License and reliable transportation
- Clearance of a Level 2 Background Check
- Basic Life Safety (BLS) Certification that includes First Aid, AED, and CPR
- Seizure Training Course

JOB TYPE:

Part-time with growth to full-time. Contract at \$20-25 per hour (depending on experience). The Unicorn Children's Foundation and Special Percs Café are an Equal Opportunity Employer.

COVID-19 considerations:

All employees are required to wear facial coverings. Sanitization and cleaning schedule will be in effect.

TO APPLY:

Submit cover letter, resume, and 3 references to tom@unicornchildrensfoundation.org.