



CROSSROADS CHRISTIAN CHURCH, INC.

JOB DESCRIPTION

Title: Café Manager
Department: Adult Ministry Department
Reports To: Connections Pastor
Pay Status: Hourly
Exemption Status: Non-Exempt

General Summary and Objective: Responsibilities include fostering excellent hospitality by providing exceptional coffee, breads, and service. This part time position is responsible to schedule and manage all Café Team volunteers.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Volunteer oversight:** Responsible to recruit, retain, train, and reward volunteers to operate during business hours.
- **Inventory Management:** Responsible to order, receive, and stock the café with coffee, drinks, food, equipment, and supplies. Responsible to manage vendor relations and keep all financial/sales records.
- **Excellent product:** Authority to select a craft coffee brand of choice, and must provide (but not limited to) the following drinks: drip coffee, espresso, latte, macchiato, select frozen coffee, tea, hot chocolate, and fruit smoothies.
 - Must be able to craft coffee with the following methods: drip, espresso machine, pour over, French press, and Chemex.
 - Various breakfast items (donuts, cinnamon rolls, oatmeal, egg sandwiches, etc.) will need to be offered during morning operational hours.
- **Excellent service:** Seek to serve all people through ability and attitude in an efficient manner. This includes friendly interactions with customers, timely service, and an efficient check out system.
 - Failure to serve people with a good attitude could result in termination.
- **Excellent environment:** Ensure that the Café environment is warm, inviting, and conducive to community.
 - The space must be clean and organized at all times.
 - The menu and products must be displayed in a clear and simple fashion.
- **Provide broader coffee accessibility:** Provide coffee to various studies, ministries, and various stations throughout the atrium during weekend services.

Additional Responsibilities:

- Performs other duties as assigned

Requirements (knowledge, skills, abilities, education, etc.)

- Prior restaurant or coffee shop experience
- Champion of mission, values, and culture of Crossroads Christian Church
- Demonstrated capacity to lead and administrate

- Exceptional people skills
- Demonstrated ability to recruit, retain, train, and reward volunteers

Work Environment

This job operates within the building of Crossroads Christian Church (Newburgh campus). The manager will have access to all necessary equipment such as computers, office tools, and coffee equipment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

Sunday 8:00 AM-12:30 PM, Monday 6:00 AM-9:00 AM, Tuesday 6:00 AM-9:00 AM, Wednesday 6:00 AM-1:00 PM, Saturday 4:30 PM-7:30 PM. Additional working hours will be needed beyond this schedule to fulfill this job for tasks such as inventory. Working hours total to 25 hours a week.

Travel

No travel is required.

03/03/2016 Last Modified

The statements listed are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of duties and requirements. This does not establish a contract for employment and is subject to change at the discretion of the employer.