



Parklawn
Assembly of God

Job Description

Mission/Vision: "Bringing light to the World" – Matthew 5:16

Job Title: Café Manager	Job Code: N/A
Effective Date: August 5, 2016	Date of Last Revision: August 5, 2016
Department Name: Café	Department Number:
Reports to: (Title) Theresa Jones	No. of Direct Reports: 0
Titles of Direct Reports: Director of Operations	
FLSA Status: (Check one) <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Reviewed by: Date:

Position Summary:

The café manager provides oversight and leadership over the café ministry. The café manager is responsible for managing the daily operations of the café. In addition, the café manager will oversee all Human Resources, Finance and IT functions of the operations.

Major Areas of Responsibility/Essential Function	% of Time
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Leadership:

- Achieves café operational objectives by contributing information and recommendation to strategic plans; preparing and completing action plans; implementing production, productivity, quality and customer-service standards; completing audits; identifying trends and determining system improvements.
- Oversee all cash and functions. Able to perform all POS duties, front and back of house functions including opening and closing procedures.
- Maintains proper loss prevention standards, monitoring and safeguarding cash handling procedures,
- Plans, and advertises all sales promotions and new product information effectively and efficiently.
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any team member or customer incidents.
- Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment.

40%

<p>Service:</p> <ul style="list-style-type: none"> Ensures that all team members provide customers with efficient, friendly, superior service on a consistent basis. Maintains high cleanliness standards consistently throughout the cafe in the areas of cafe appearance, merchandise and equipment Assesses and provides adequate staffing to provide superior service. 	20%
<p>Compliance:</p> <ul style="list-style-type: none"> Ensures all safety and sanitation practices are in compliance with State of Wisconsin regulations. 	10%
<p>Financial Stewardship/Economic Development:</p> <ul style="list-style-type: none"> Ensures and is accountable for profitability of the cafe by growing sales and controlling costs of goods, portion control, inventory levels, labor, supplies and expenses Develops and executes sales and profit plans that are aligned with budgetary goals. Works closely with the Finance Manager on monitoring and analyzing cafe' budget and revenue. 	10%
<p>Human Resources and Professional Development:</p> <ul style="list-style-type: none"> Recruiting, selecting, coaching and disciplining employees and MVPs. Communicating job expectations, training, tracking & appraising job performance and enforcing policies and procedures. 	10%
<p>IT Technology:</p> <ul style="list-style-type: none"> Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, Outlook Knowledge of Booklog software is a plus 	10%
<p>PAOG Mission and Core Values</p> <ul style="list-style-type: none"> <i>Acts and performs in a manner that is consistent with and shows commitment to PAOG PRISM Mission/Vision/Values:</i> Prayer – enhance communication with God through small groups, personal and corporate prayer. Reconciliation- to reflect the unity of the Spirit and with each other Investing-to develop each member of the church into the leader God purposed him or her to become. Strong Families-To serve and influence families in our church and community Missions-to witness to the world, the truth and love of God CORE VALUES: SHINE IT! Service – Humility – Innovation-No Limits-Integrity-Truth 	

Education and Experience: (Check the minimum requirements for education and experience for this position.)					
Required education (Check one box)					
Preferred Education: (Check Additional boxes with Preferred in explanation field)					
<input type="checkbox"/>	High School or equivalent (GED)	<input checked="" type="checkbox"/>	0-2 years		
<input type="checkbox"/>	High School plus specialized training (min. 6 months – 2 years)	<input type="checkbox"/>	3-4 years		
<input type="checkbox"/>	Associate degree:	<input type="checkbox"/>	5-7 years		
<input type="checkbox"/>	Bachelor’s Degree:	<input type="checkbox"/>	8-10 years		
<input type="checkbox"/>	Master’s Degree	<input type="checkbox"/>	10-15 years		
<input type="checkbox"/>	PhD:	<input type="checkbox"/>	15 years+		
<input type="checkbox"/>	Other:				
Certification/Licensure Required for Job (List any licenses or certifications for the job)			Knowledge, Skills & Abilities required: (i.e. supervision, computers, etc.)		
<ul style="list-style-type: none"> • Serve-Safe Certification 			<ul style="list-style-type: none"> • Knowledge of basic mathematics and accounting practices • Excellent public relations skills • Ability to communicate both verbally and in writing; ability to create effective working relationships with employees and volunteers • Ability to lift 20lbs or more • Must be able to work extended hours, including weekends, evenings and special events as needed. • Must be well-organized, detail-oriented and able to multi-task. • Must have effective problem solving/decision making abilities • Ability to work well under pressure 		
Equipment Operated: Cash register, calculator, computer, copy machine, phone					
Physical Activity: (Check all that apply)					
Activity	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Reach overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Sit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Walk/Move/About	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<p>Work Conditions: Position requires prolonged standing, stooping, bending, twisting and lifting products and supplies weighing 20 pounds and is repetitive hand and wrist motion. Work with hot, cold and hazardous equipment.</p>					
<p>Note: The most significant duties have been included in this description. Other duties may be assigned as necessary. PAOG reserves the right to modify this job description as needed to accurately reflect the duties assigned.</p>					
<p>For Human Resources Use Only</p>					
Reviewed by:			Date:		
Approved by:			Date:		