

# PORTLAND COFFEE ROASTERS

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## ABOUT THE POSITION

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We are seeking an experienced and motivated Retail Café Manager to lead day-to-day operations at our Portland International Airport café location.

This role is responsible for building and developing a strong team, delivering an exceptional guest experience, maintaining high operational standards, and creating a positive and accountable workplace culture. The ideal candidate is an organized and hands-on leader who enjoys coaching teams, improving operations, and leading by example in a fast-paced café environment.

**Essential Duties and Responsibilities** include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

## POSITION REQUIREMENTS

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*The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

### TEAM LEADERSHIP & CULTURE

- Lead, coach, and develop café team members to deliver exceptional hospitality and product quality
- Recruit, interview, hire, onboard, train, and schedule staff
- Foster a culture built on accountability, professionalism, teamwork, and respect
- Provide ongoing coaching, performance feedback, and development opportunities
- Create a workplace that attracts and retains high-quality team members

### OPERATIONS MANAGEMENT

- Oversee all daily café operations, ensuring efficiency, consistency, cleanliness, and organization
- Maintain Portland Coffee Roasters standards for product quality, merchandising, inventory, cash handling, cleanliness, and equipment maintenance
- Ensure compliance with company policies, Port of Portland requirements, and health and safety standards
- Partner with leadership and HR to forecast staffing needs and manage labor effectively
- Identify opportunities to improve service flow, efficiency, and overall café performance

### GUEST EXPERIENCE

- Lead by example in delivering warm, professional, and efficient customer service
- Maintain strong product and coffee knowledge, including menu items and drink preparation standards
- Ensure the café environment is welcoming, clean, organized, and reflective of company standards
- Help create a memorable experience for travelers visiting our cafés

### EDUCATION AND RELATED EXPERIENCE:

Minimum 2 years of management experience, preferably in specialty coffee, café, restaurant, food & beverage, or retail operations

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## **CERTIFICATES, LICENSES, OR REGISTRATIONS:**

Food Handler's Certification

## **REQUIRED COMPETENCIES:**

- Proven ability to lead teams in a fast-paced customer service environment
- Strong leadership, communication, and organizational skills
- Ability to coach, motivate, and hold teams accountable in a positive and professional manner
- Excellent problem-solving and decision-making abilities
- Comfortable adapting to changing business needs and operational priorities
- Strong time management and follow-through
- Professional, energetic, and guest-focused demeanor
- Flexible availability, including mornings, evenings, weekends, and holidays

## **TECHNICAL SKILLS:**

Comfortable using computers, mobile devices, scheduling, Microsoft Office, and Microsoft Teams

## **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.

- Ability to stand and walk for extended periods of time
- Ability to regularly lift and move up to 35 pounds
- Ability to bend, reach, push/pull carts, and work in an active café environment

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. This position operates in a fast-paced retail café environment with exposure to espresso machines, grinders, blenders, brewers, steam, and moderate noise levels.