

## **Retail Café Manager**

<b><u>Department:</u></b>	<b>Portland Roasting Coffee Retail</b>
<b><u>Reports to:</u></b>	<b>Director of Retail Operations</b>
<b><u>Employee Status:</u></b>	
<b>General</b>	<b>Regular</b>
<b>Workweek</b>	<b>Full Time</b>
<b>FSLA Status</b>	<b>Exempt</b>

### **JOB SUMMARY**

Oversees all aspects of one of our PDX café operations. Builds and develops a strong team to deliver outstanding service and product quality to customers at the airport.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Lead excellent customer service, through effective hiring, coaching, training and role modeling to ensure every customer has a quality experience at the café, at all times.
- Lead and maintain coffee and product knowledge of all Portland Roasting offerings including drink recipes; confidently and accurately communicating that knowledge to customers.
- Adhere to all operational guidelines and standards, comply with all safety and security policies, and maintain all Portland Roasting standards related to merchandising, cash handling, inventory management, equipment cleanliness, product freshness, café cleanliness and appearance, and rotation of store products.
- Successfully staff the café via forecasting hiring needs, working in conjunction with the director of retail and with HR to recruit, interview and hire, and schedule the team to deliver exemplary customer service, balancing business needs with budget and labor targets.
- Communicate effectively with HQ to schedule regular trainings and cuppings for all Shift Leaders and Baristas.
- Adhere to all Portland Roasting, Port of Portland, and Health Department policies and protocols.

### **ADDITIONAL RESPONSIBILITIES**

- Ensure adherence to the Portland Roasting's dress code, as well as all food safety and OSHA safety requirements.
- Offer relevant, thoughtful ideas and suggestions for improving service, efficiency and operations.
- Effectively represent both the company and the Port of Portland by ensuring professionalism and excellent service at all time, as well as keeping a well maintained, friendly, clean and well organized coffee bar.

### **MINIMUM REQUIREMENTS**

- Two to four years of successful operational management experience within the specialty food and/or beverage field.
- Professional demeanor and excellent written and verbal communication.
- Consistent demonstration of ability to lead excellent customer service and product quality.
- Ability to give and receive constructive feedback in any given situation.
- Flexibility in scheduling. Long hours, weekends, and holidays may be required.

### **SUPERVISORY RESPONSIBILITIES**

- Over see one PDX retail location.
- Supervise and Manage Baristas and Shift Leaders.

### **PHYSICAL DEMANDS**

- Pull/Push carts of 50bs.
- Ability to stand for long periods of time.
- Lifting and carrying up to 35lbs.