



Job Title

Shop Manager

Reports To

Operations Manager

Job Overview

Wildflyer Coffee is a non-profit coffee company that creates employment opportunities for youth experiencing homelessness. This is a cafe management position, requiring strong people skills, previous coffee experience and the ability to work within operational systems. The store manager is responsible for leading all team members in the efficient and youth-focused operation of a Wildflyer Coffee store. The Shop Manager and Assistant Manager will work closely together to run all day to day aspects of the shop with support from operations and program leadership.

Pay

\$19-\$20/hourly, plus tips for floor hours

Hours

Non-exempt, 40 hours/week

Benefits

\$300/month medical stipend (or access to health insurance through WFC in the future)

\$50/month phone stipend

PTO & Sick Time

General Responsibilities

- Lead a monthly shift lead meeting
- Interviewing/Hiring/Onboarding Shift Leads
- Maintaining Monthly Financials Targets and work within operations budgets
- Staff Scheduling following Labor Hour Parameters
- Check, edit, and confirm timesheets in a timely fashion
- Conduct reviews yearly for direct reports

Cafe Responsibilities

- Works a minimum of 18-20 hours on floor/week
- Completes 18-20 Administration Hours/week
- Maintain inventory & ordering



- Ensures customer satisfaction
- Conducts cafe upkeep, including maintenance of equipment and a clean front and back of house
- Creates a friendly & welcoming store environment for customers and staff
- Create and publish schedules 2-3 weeks in advance, manage callouts and staff illness to provide appropriate coverage in tandem with Assistant Manager.
- Execute and communicate all store updates, sales promotions, and new product information effectively and efficiently with team members.
- Maintains Manager email account with effective and timely communication

Product Responsibilities

- Ensures all company drink recipes and food offerings are followed, maintaining the highest quality and consistent product standards.
- Ensures all team members are educated on our products and services and can communicate clearly with customers.
- Quickly and effectively addresses order issues and maintains relationships with vendors as needed
- Make and maintain accurate product pars and updated order guides.

Training & Development Responsibilities

- Provides ongoing training and development to shift leads and youth in the areas of operating standards, customer service and product knowledge.
- Demonstrates the ability to lead, effectively communicate, and champion standard operating procedures.
- Ensures each team member has received the proper training to perform
- Staff Development through quarterly shift-lead check-ins and meetings
- Enforces company standards, policies, and guidelines
- Fostering & encouraging the company culture

Youth Responsibilities

- Coordinate with Youth Shop Manager regarding scheduling
- Manage youth timesheets
- On-shift coaching of youth in tandem with Youth Shop Manager
- Foster growth of shift leads in youth coaching
- Able to train youth in coffee



Requirements

- Have own, year-round transportation
- Own a smartphone
- Prior management experience
- Knowledge of coffee and the coffee industry
- Extremely flexible and adaptable as the role and company grows
- Excellent customer service skills
- Patience and an ability to work with marginalized populations
- Positive attitude
- Organized and detail-oriented, ability to meet administrative deadlines
- Great conflict resolution skills
- *must be available to work weekends*
- *Able and willing to work holidays*
- Must open/close weekly
- Great communication skills
- Barista skills, espresso machine operating experience
- Has or is willing to get a Minnesota Certified Food Protection Manager certificate within 45 days of hire

Please submit a cover letter and resume to Anne Woster at Anne@wildflyercoffee.com