



Position: Restaurant Manager	
Reports to: President/CEO	Direct Reports: 4
Employment Status: Full-Time	FLSA Status: Exempt

The mission of the Refill Jackson Initiative (RJI) is to empower young adults, ages 18 to 24, so that they are more confident, better equipped, and motivated to enter into, navigate, and stay in the workforce. In pursuit of this mission, RJI teaches our young adults soft and technical skills in a traditional classroom setting and fully operational cafe open to the general public for weekday lunch.

More specifically, young adults enter the program in groups, or cohorts, of 12 members each, initially attending five weeks of classes on topics ranging from anger management and resume-building to financial literacy and professional dress. The cohort then moves to the cafe for hands-on training in front-of-house (e.g., professional greeting, ensuring customer satisfaction) and back-of-house skills (e.g., sanitation, properly cleaning and using equipment). Members earn a stipend each week, with other financial incentives in place to encourage saving and maintaining employment after graduating from the 10-week program. Upon successful completion of the program, graduates are offered four options for continued engagement with RJI for 10 additional months: 1) a paid four-month internship at a local business, 2) introductions to employers for interviews leading to employment, 3) further education, and/or 4) continued access to staff for support and social services as needed.

POSITION SUMMARY

In a manner that achieves defined business and programmatic results, the Restaurant Manager is responsible for managing the operations of RJI’s restaurant, Refill Cafe; hiring, developing, and managing the Cafe team; and overseeing hands-on trainings in front-of-house and back-of-house skills for program participants. The Restaurant Manager actively collaborates with other members of the management team, including the President/CEO, Vice President of Education and Training, and Vice President of Social Services, in order to ensure cohesion across the program.

PRINCIPAL DUTIES, RESPONSIBILITIES, AND EXPECTATIONS

- Restaurant operations. Manage all aspects related to opening, operating, and closing the restaurant each weekday for lunch service. This includes hiring, developing, and managing the restaurant team; managing inventory; and leading efforts to achieve the revenue and gross margin goals established by the President/CEO and Board of Directors. Further, the Restaurant Manager ensures that: all food is consistently prepared and served according to appropriate standards; service is prompt and polite; the premises, inside and out, are clean, organized, and ready for business; the FOH and BOH communicate effectively and

efficiently; and all sanitary practices for food handling, general cleanliness, and maintenance of kitchen are compliant with RJI's policies and health department codes and regulations. Develop and implement innovative approaches to staffing and budgetary challenges.

- Hands-on training. In consultation with Vice President of Education and Training, manage all aspects related to the five weeks of training that members spend in Refill Cafe so as to achieve defined results. This includes carrying out a vision and strategy for the curriculum and members' experience in Refill Cafe based upon deep knowledge and understanding of the needs of West Jackson's young people ages 18 to 24, as well as the soft skills required to get and keep a job. This position also enforces all policies as outlined in the member manual and develops and carries out innovative approaches to programmatic and budgetary challenges.
- Monitoring, evaluation, and learning. Monitor and evaluate each cohort's training and members' individual performance and ensure that the curriculum and future trainings are continually improved upon, based on evaluation findings. Participate in any external evaluations.
- Collaboration. Actively collaborate with other members of the management team, including the President/CEO, Vice President of Education and Training, and Vice President of Social Services, in order to ensure cohesion across the program. Maintain effective working relationships with all RJI staff. Participate in organizational activities geared toward RJI's success and strengths.
- External relations. Serve as a welcoming face to Refill Cafe's customers. Represent RJI publicly as needed.
- Travel. Travel within Mississippi and the broader U.S. as required.

JOB QUALIFICATIONS

Education:

- High school diploma or equivalent.
- Associate's degree in business administration or marketing *preferred*.

Experience and Training:

- One to two years of experience in managing a restaurant, including budget/financial management.
- Strong background in customer relations, i.e., understanding a customer's needs and how to fulfill them.
- Proven ability to maintain high employment standards and handle hiring, training, correcting, and, if necessary, dismissing employees.
- Proven ability to recruit and manage highly capable staff including diverse teams.
- Experience working with nonprofit organizations *preferred*.

Soft Skills and Competencies:

- Strong ability to lead by example, with integrity, purpose, and commitment to attaining an organization's goals. Strong ability to delegate and direct (and redirect if necessary).
- Demonstrated interest in workforce development and/or working with young adults.
- Strong ability to manage own time, multi-task, and meet tight deadlines.
- Ability to collaborate with others and work as an effective team member.

- Excellent interpersonal and conflict mediation skills. Awareness of own strengths and weaknesses. Ability to learn from experience and through training and development opportunities.
- Commitment to working transparently and respectfully with supervisor(s).

HOW TO APPLY

Submit a cover letter and your resume via email with the subject line “Restaurant Manager” to Emily Stanfield (emily@refillcafejackson.com) by Sunday, April 7, 2019. Qualifying candidates will be contacted the week of April 8. RJI anticipates that the start date for this position will be in June or July.