



Shift Manager Job Description

Job Summary:

The shift manager is responsible for assisting the store manager in maintaining a positive environment, which provides fast, efficient, and friendly service ensuring a quality experience for both our customers and team members. Shift managers assist in training, customer service, product knowledge and education, encouraging safe work practices, and a commitment to helping our special needs employees succeed. This position directly supervises the hot and cold barista positions as well as the cashier positions and acts as the manager on duty in the absence of the general manager.

Store Operations:

- Maintains a clean, organized and stocked environment and when necessary, assists in the distribution of product shipments.
- Performs all POS duties, front and back of house functions including opening and closing procedures, coordinating with the General Manager as necessary.
- Establishes effective and positive communication amongst all team members.
- Assists general manager in maintaining proper coverage and team members schedules ensuring that the store maintains customer service standards.
- Ensures all cash handling procedures are upheld. Is accountable for store funds while running a shift.
- Assists general manager in planning and executing all sales promotions effectively and efficiently.
- Provides guidance and actively set an example for team members, ensuring that all Standard Operating Procedures are maintained and followed.
- Follows and directs team members to follow store policies, procedures and adhere to merchandising and cleanliness standards.
- Promotes and practices safe work habits, reporting potential safety hazards, operational inconsistencies and team member incidents to the general manager.
Reports/documents team member accidents, conducts initial investigation and determinations of root cause in the interest of maintaining a safe work environment.

Service Expectations:

- Is the Role Model for outstanding service and “owner” of the service initiative during his/her shift.
- Pro-active in solving customer problems and satisfying customers in various situations.

- Ensures that all Team Members follow the Standard Operating Procedures lead by greeting and responding to all customers with fast, efficient, friendly and personalized service. Strives to develop a rapport with customers by learning their names, favorite drinks and food items.
- Responds proactively to prevent customer service situations. Investigates and resolves customer incidents, documenting if necessary.
- Consistently monitors, coaches and encourages team members to meet Awaken Coffee's service standards.

Product Expectations:

- Follows all company drink recipes and procedures, maintaining the highest quality and consistent product standards.
- Ensures that all team members are educated on our products and services, by developing an understanding of our various types of coffee, tea products, blends and roasts, as well as knowledge of coffee, and the various differences in flavor and blends.
- Tastes products on a per shift basis for quality assurance.

Training & Development Expectations:

- Demonstrates the ability to lead, communicate and champion Awaken Coffee's mission to employ adults with intellectual and developmental disabilities, promoting their skills, confidence and dignity.
- Provides coaching and training to hot and cold baristas and cashiers on performance expectations.

Qualifications:

- Minimum high school diploma or equivalent. Minimum one year of specialty coffee experience. Preferred previous supervisory experience of special needs community.
- Basic computer skills required.
- Must be able to work Saturdays, evenings and special events as needed.
- Well-organized and detail-oriented and able to multi-task.
- Must be able to stand for prolonged periods of time.
- Must be able to lift up to 30lbs and frequently bend and twist from the waist.
- Frequently required to use hand and finger motions, handle or feel objects, reach with hands and arms.
- Must have excellent verbal and written English communication skills.

Expected Job Hours:

- Part-time position
- Must work 15-20 hours per week (store hours are currently Tues-Sat, 7 am – 2 pm, at 14th Street location. ECU location will be Mon-Fri, 7 am – 2 pm)
- Must have open and flexible availability
- Willingness to work holidays as needed

- Willingness to work on Saturdays as scheduled
- Willingness to work opening or closing shifts

Compensation:

- Hourly rate with a range of \$14-\$16 per hour depending on experience
- Employee discount on store products and merchandise