



AM Coffee Shop Manager JOB DESCRIPTION

POSITION TITLE: AM Coffee Shop Manager

EMPLOYEE:

REPORTS TO: Executive Pastor

SUPERVISES: Ministry Volunteers

ROLE SUMMARY:

The primary purpose of this role is to ensure smooth operations of the coffee shop by providing clear leadership of volunteers and consistent weekly service.

COFFEE MINISTRY VISION:

The coffeeshop is a key component of our church's culture and vision. We seek to create a comfortable, homey, and safe environment by practicing the ministry of hospitality. Our coffeeshop sets the tone for our church and is often the very first experience people have when participating in our community.

TERMS of EMPLOYMENT:

- Remuneration is \$20.50 per hour w/review after 3 months.
- Expected to be an average of 7 hours per week. Hours are to be submitted on a bi-weekly basis
- Sundays 8am to 12:30pm, 1–1.5 hours casual time during week for scheduling, planning, connecting with volunteers, and 1–2 hours of groceries and delivery to The House.
- Holidays, time off, schedule flexibility are coordinated with advance communication.
- Once every 8 weeks a scheduled Sunday to attend church with out being in the coffeeshop on-duty.
- Milage for grocery shopping is compensated at the current CRA km rate.

POSITION QUALIFICATIONS and EXPECTATIONS:

1. Certifications & Experience

- Experience with coffee shop operations and equipment
- Food safe certified
- Current criminal record check

2. Core Competencies

- Ability to create and foster a welcoming culture
- Ability to build relationships and create a sense of community with coffee shop volunteers
- Ability to recruit and train volunteers
- Strong communication and people skills
- Food industry skills; clean, organized, efficient
- Admin skills (scheduling, etc)
- Help serve the larger vision and mission of The House

3. Inner Health and Lifestyle Standards

- Employees of The House represent our church in all areas of their life and are subject to higher expectations and accountabilities.
- Continually invest in being a committed, mature, and growing follower of Jesus Christ
- Guard the health of your private life to ensure you're healthy for church work
- Be in agreement with the Staff Lifestyle Commitment and our Qualifications for Leadership

POSITION AUTHORITIES:

1. **Expense:** Ministry expenses up to \$200. More than \$200 require prior approval
2. **Custody:** Master key holder, trusted with access to cash register and offerings
3. **Systems:** Planning Center, Breeze

KEY MANDATED RESPONSIBILITIES:

- Serve as the **Shift Manager** for Sunday mornings
 - Oversee all practical aspects of weekly coffee shop operations
 - Open and close coffeeshop
 - Cleaning as required (garbage's, floors, wipe tables, dishes, etc.)
 - Prepare and serve food for the worship and tech team meeting
 - Oversee quality assurance of drinks
 - Help with donation station and cash management in the till
 - Support food and serving logistics for ministry events such as parking lot parties and newcomer lunches.
 - Communicate equipment needs and deficiencies to supervisor.
- Serve as the **Team Leader** for the Sunday morning coffee crew
 - Help train new team members
 - Schedule volunteers on planning centre
 - Help manage volunteer changes
 - Provide care and encouragement to the coffee shop volunteer team
- Serve as a **Hospitality Advocate** that supports the ministry and culture of The House
 - Help foster a welcoming and comfortable culture that provides a positive guest experience
 - Strengthen first impressions by intentionally looking for those who are new and need connection
 - Encourage and bless other ministry leaders
- Carry out all **Ordering and Shopping** for groceries and coffee shop related supplies.
 - Weekly Ordering and Pickup of Cherry Hill Supplies (Cups, Lids, syrups, etc)
 - General groceries for coffee shop related activities (cream, milk, fruit and worship breakfasts).
 - Weekly purchasing and stocking of supplies
 - Ensure kitchen is ready for Sundays and other key ministry needs.

KEY PERFORMANCE EXPECTATIONS & GOALS:

- Complete Sunday morning coffee shop scheduling in a timely manner
- Ensure all aspects of providing a first-rate experience in the Coffee Shop
 - Including proper supply levels, equipment care, cleanliness, and Interior Health standards.
- Ensure the coffee shop volunteers are equipped, encouraged, and cared for by providing relational connection, efficient systems, skills training, and clear and timely communication.
- Identify and nurture existing and potential leaders on the coffee shop team
- Co-ordinate with the Sunday PM Coffee Shop manager to help cover Sunday responsibilities.
- Strategize with Pastoral Team on ways we can be more effective.

Annual

Acknowledgement: Employee _____

Supervisor _____

Date _____