

## Highwire Cafe Manager

Highwire's purpose is to use business as a vehicle for good. We want to create welcoming spaces for people to gather and jobs that are worthwhile. This is the core of the good we want to do. This depends entirely on the caliber of our people. Great people make great experiences. We want to work with the warmest, smartest, connecting, caring people who are also among the best at making coffee. Obviously, that's not just anyone.

A Cafe Manager at Highwire leads and inspires their team to delight our customers by being approachable, coffee-focused, and operationally confident. They create great spaces to work, where people can grow and develop personally and professionally, utilize their strengths, and be part of something pretty special. Additionally, they are results-driven and ensure efficient operations to help drive growth and profitability for their cafe.

### Come to us with:

- **Coffee Enthusiasm** - We are enthusiasts and we need you to be too. Enthusiasm for what you know about the industry, and what you don't yet know, will be critical in developing your team. You don't wait for this to come to you, you seek it out, share it, and collaborate with your team and peers to promote a culture of continual learning.
- **People Skills** - Being a good leader means understanding that there's no "one-way" to manage people; building rapport and trust with your team while setting clear expectations is key. Additionally, you effortlessly deliver authentic, kind and empathetic service with joy and energy, both internally and externally, to elevate the experience.
- **Operational Excellence** - You understand what it takes to drive your cafe forward, and make it a great space to work. You ensure smooth daily operations and workflow for the team, analyze the business frequently, and are a driver of results to ensure financial profitability.
- **Effective Communication** - You are a comfortable and clear communicator who imparts information to individuals or large groups effectively and delivers constructive feedback in a way that is effective and kind.

### What we offer:

- **Work for a small, stable, east bay company** - We're in our 7th year and growing, and continue to improve. We want leaders to share in our vision and contribute their ideas and enthusiasm to help us achieve it.
- **Work with an amazing group of individuals** - We are diverse in our backgrounds and interests and we get to bring our whole self to work each day. Our common ground is our love for coffee, and we enjoy gathering together and getting to know more about each other.

- **An opportunity to continue to grow/develop** - We encourage it in all forms. Grow your coffee knowledge/confidence, your management skills, your industry connections, learn a new skill, there's always a way to pitch in somewhere - contributing your strengths or building a new skill.
- **Competitive pay and benefits** - Health plan for those working 25 hours or more, PTO, 401K, some free coffee and tea and discounts on our merchandise.

**Ideal candidates have:**

- 1 year in a store/cafe manager role
- Specialty coffee experience
- Exceptional customer service and hospitality practices
- An understanding that being an exceptional barista is more than just making delicious drinks
- Existing accredited CA Food Safety Certification (manager level) or certification within 30 days post-hire