



## Job Description General Manager

Reports To: Director of Operations  
Position Type: Salary

### **Position Summary:**

As a General Manager at Kaldi's Coffee you are responsible for providing outstanding leadership to your team. You should be passionate about the industry, inspiring others, coaching, counseling, creating a profitable environment, and delivering an exceptional guest experience. Our team members must maintain high standards of cafe cleanliness, sanitation, coffee quality, food quality, and facility management

### **Duties & Responsibilities:**

- Overall responsibility of running a high-volume casual dining cafe
- Hire, train, coach and perform corrective action for all team members
- Hold regular staff meetings to keep team members informed of company policies, procedures and changes
- Schedule team members to meet labor budgets
- Financial analysis, forecasting and meets cafe financial objectives
- Build strong relationships with team members, vendors, and guests
- Controls purchases and inventory
- Accomplishes company goals by accepting ownership for accomplishing new and different requests
- Required to work 45 – 50 hour work week.
- Required to work weekends.
- Other duties as assigned.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent interpersonal and guest service skills
- Minimum 2 years casual dining General Manager experience



- Steady progression in cafe management, including experience in both FOH and BOH
- Approachable in nature with a passion for quality and service
- Experience in high volume, at least \$2 million in sales per year
- Evidence of loyalty and personal accountability
- Proven ability to train and motivate a team
- High energy, ability to make decisions quickly
- Proven track record in maintaining strong cost controls and quality standards
- Involvement in local community a huge plus

**Education and/or Experience Requirements:**

High School Diploma or General Education Degree (GED) required.  
Bachelors Degree preferred.