



PRADO Cafe is hiring for our new cafe in Dunbar!

We are looking for a Cafe Manager to join our management team, serve fantastic coffee to the community of Dunbar and drive strong business results. Prado Cafe is independently and locally owned and is one of Vancouver's most beloved coffee brands. Serving exceptional coffee for over a decade, we are known for our strong coffee roots, focusing on quality and connection in everything we do.

Join us and share your love for coffee with our team and the community of Dunbar.

Working a part of Prado Cafe's management team, the Cafe Manager is an organized, dynamic and confident leader. You model exceptional customer service, love creating memorable coffee experiences and inspire teamwork. Prado Cafe strives to be an agile company that works in a fast-paced industry. You will require the skills and personal attributes to support this goal.

Roles & Responsibilities

The Cafe Manager's main responsibility is to successfully manage their store operations - people, processes and procedures. They must have excellent leadership and communication skills, be a role model to their team and be able to provide staff with constructive feedback and hold others and themselves accountable.

Core Responsibilities include, but are not limited to:

QSC: Quality, Service & Cleanliness

- Ensures quality control across all food and beverage, especially coffee
- Leads the team to deliver exceptional customer service
- Merchandises food and counter displays
- Oversees complete cleanliness and sanitation of store
- Ensures that all equipment is in good working order

Team Leadership

- Lead an effective, high performing team celebrating diverse skills and perspectives to achieve common goals
- Responsible for hiring and scheduling of team
- Leads training and development
- Supports leadership team with store metrics and recommendations

Financial literacy

- Establishes, monitors and reports on the performance of the store programming through key performance indicators and measures
- Reports on sales information, invoices, deposits

- Manages budgets to ensure profitability
- Identifies strategies to improve performance and implements action plans
- Manages inventory, deliveries and food cost

Essential Qualifications

Experience

- Minimum 2 years of experience leading teams in fast-paced food service environment
- 2+ years of experience working in restaurants and cafes
- Experience developing and implementing cafe systems
- Experience interpreting, reporting and tracking business KPIs

Knowledge

- Strong interpersonal skills - both verbal and written
- Knowledge of POS systems, scheduling software, spreadsheets
- Knowledge of key financial indicators to make better business decisions
- Knowledge of customer service best practices and creating customer-centric solutions
- Knowledge of coffee industry an asset

Abilities

- Strong coffee skills
- Collaborative and confident leader that can multitask, prioritize and manage a dynamic team
- Excellent comprehension skills to grasp the business impact of decisions made in-store and at headquarters
- Ability to share and identify opportunities for improvements
- Self starter with high level of motivation, curiosity and attention to detail
- Demonstrated ability to lead a team and serve customers
- Ability to deliver against organizational and business strategies, implementing coffee and food programming at the store level

Personal Suitability: Effective interpersonal relationships; judgment; team-oriented; action-oriented; discretion; confidentiality; diplomacy; accountability; detail-oriented.

Benefits

- Store managers enjoy 100% free beverages and food during their shifts
- Extended health benefits after 6 months of employment
- Pay: \$21/per hour +bonus + tips
- Job type: Fulltime, permanent
- Opportunities for training, development and support.

If you are passionate about coffee and hospitality, please send us your cover letter together with your resume. We look forward to hearing from you!

Applications:

Send your resume and cover letter to – regional@pradocafe.com