

# General Manager – Tallahassee, Florida

Lucky Goat Coffee is a specialty coffee production roaster based out of Tallahassee, Florida. Since 2010, we have focused on expanding our brand through a growing café portfolio, an expanding wholesale business, and a booming e-commerce platform with nationwide reach. We are a team passionate about coffee and focused on making every experience with our brand one to remember.

As we continue to reach new heights as a company and with an ever-increasing café portfolio, the desire to cultivate a café ambiance that focuses on a love for specialty coffee and the Lucky Goat Coffee brand continues to increase. With this, we are looking for a passionate General Manager to join our Retail Operation team!

## Requirements

- Minimum of two years of management experience within a food service or customer service-related industry, preferably in a coffee-shop setting.
- Significant experience in a fast-paced environment with proven success in scaling systems and people to meet company objectives.
- Strong leadership and interpersonal skills with the ability to motivate and inspire a team.
- A true operator, comfortable with hands on approach, focused on efficiency and perfecting the details.
- Exceptional organizational and time management abilities.
- Effective communicator and active listener with the ability to make connections with people at all levels of the company.
- Financial acumen with the ability to analyze and interpret financial statements.
- Knowledge of health and safety regulations and compliance.
- Proven leadership abilities, including ability to think strategically and develop operational strategies.
- Flexible work schedule, ensuring availability during weekends and holidays.
- Genuinely passionate about the coffee business, the Lucky Goat Coffee brand, and the amazing people we employ.

## Job Responsibilities

- Responsible for the daily delivery of exceptional in-store experiences to drive traffic, sales, and customer loyalty. Handle customer feedback and resolve issues promptly and professionally.
- Develop and execute strategies to enhance customer satisfaction and loyalty in partnership with the Director of Café Operations.
- Responsible for the overall profitability of the cafe by managing the P&L; achieving sales goals, lowering cost of goods, and hitting labor targets.
- Cultivate a positive and values-based culture that inspires, develops, and recognizes commitment to craft, customer focus, and a drive for results that delivers a superior guest experience.

- Lead recruiting efforts for café staffing needs from initial interview to successful onboarding completion.
- Oversee performance management process for café employees and continuously improve developmental tools with the support of HR and the Education departments. Conducting regular staff training sessions to enhance product knowledge and service skills.
- Implement and enforce company policies and procedures to maintain high standards of service and cleanliness.
- Maintain a strong focus on financial performance, including budgeting, cost control, and revenue growth. Responsible for deployment of initiatives to continuously manage shrinkage and oversee cash handling for all locations.
- Monitor inventory levels, place orders, and manage vendor relationships to ensure healthy inventory levels are always maintained. Conduct monthly inventory audits to allow for proper accounting practices.
- Provide concise communication to all employees regarding standards, operational functions, and expectations for performance.
- Ensure high-quality standards of food and beverage preparation and execution in accordance with Food Safety regulations.
- Work in conjunction with outside vendors/partners to ensure strong working relationships are established and maintained.
- Stay informed about industry trends, competitor activities, and market changes to make informed business decisions.
- Maintain strong working relationships with all departments within Lucky Goat Coffee. Ensuring that all location needs are properly met utilizing these inner company partners.

Duties and responsibilities are subject to change as company policies or standards are updated.

## Reports

The General Manager position reports directly to the Director of Café Operations.

## Benefits

- Employee Discount of 25% off.
- Competitive Paid Time Off Policy along with Paid Holidays as listed in Employee Handbook.
- Healthcare package including supplemental dental and vision.
- 401K along with company matching.

All benefits subject to change based on applicable laws and/or the Company's lawful discretion. Benefits plan terms and applicable law control with respect to insurance terms.