



Store Manager

JOB DESCRIPTION SUMMARY:

Bear Lake Coffee Co. is dedicated to roasting exceptional coffee and providing unparalleled customer service. We source and meticulously roast specialty coffee from amazing families worldwide. Our online store opened in 2022, and our first location will launch in the 2nd half of 2023, offering products through retail and wholesale channels. As a pending B Corporation, we are focused on balancing profit with positive social and environmental impact, using business as a force for good.

Our first location will have a coffee roastery, where we will be roasting the world's best ethical and sustainable coffee. We'll partner with local businesses, host events, support artists, and charities, and operate a seasonal café and kitchen. The outdoor space will feature a solar-power pergola and EV charging stations, it will be a 'third place for everyone' promoting social equity and building relationships.

Our vision: soft opening in Fall/Winter 2023, grand opening in Summer 2024. Together, we'll develop a playbook to open more fourth-wave coffeehouses in the years ahead. Be part of our founding team to shape the future of coffee culture, championing sustainability, local partnerships, and innovation.

We are seeking an exceptional **Store Manager** to lead our first location in Barronett, WI. In this role, you will be supported by the founder, head roaster, and leads for the café, kitchen and roastery. Our ideal candidate has previous experience managing a restaurant and/or a coffeehouse business. A profound appreciation of coffee and a discerning palate is essential. You will oversee customer satisfaction for this store.

The ideal candidate must also have excellent customer service skills, be organized with attention to detail, quickly adapt to a changing environment, and have practical oral and written communication skills.

Reports to:

Founder

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COFFEE CO.

Responsibilities:

- Work with the founder to grow the company
- In-store + Online store operations: Oversee online and retail store fulfillment
- Human Resources: Oversee store team, ensuring well-being and optimal performance
- Staffing: Oversee the hiring process and maintain an efficient schedule to optimize labor costs
- Training and Inspiration: Educate and inspire the staff, emphasizing exceptional customer service and a passion for high-quality coffee
- Sales Growth: Drive sales to achieve growth targets and expand our customer base, through events and community outreach
- Inventory and Offerings: Manage inventory and oversee product offerings to meet customer demands
- Stakeholder Management: Collaborate with key stakeholders to maintain a positive relationship and ensure smooth operations
- Facility Management: Supervise facility maintenance, utilities, security, and waste disposal
- Financial Management: Control store services and cost of goods (COGs) to maximize profitability
- Compliance: Ensure adherence to relevant regulations
- Flexibility to meet the needs of coffee & roastery
- A key member of the product management team for coffee & goods offered

Requirements:

- Desire to work in an entrepreneurial environment
- Bachelor's degree preferred but not required
- Experience in specialty coffee
- Light travel, as needed
- 1-2 year's-experience as Store Manager or Assistant store management a plus
- Excel in this role with strong process orientation, project management, multitasking, independent decision making and communication skills
- Familiarity with eCommerce, POS and Google and/or MS office suite tools a bonus
- Excellent attention to detail, communication, organizational, and people skills
- Demonstrates company mission understanding and endorsement
- Displays personal integrity, credibility, and flexibility
- Upholds company policies with understanding and interpretation

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Schedule:

- Full-time position with 40 hours per week.
- Four-day work week, flexible works hours

Pay:

- Base salary of \$50,000.00 or higher (depending on experience) per year.

Benefits: Our Benefits and Perks include:

Bear Lake Coffee offers a comprehensive benefits package which includes potential for origin trips after one year of employment, accreditation/training programs, medical + dental, 401k, paid time off, parental leave and more

Work Locations:

- Barronett, WI (Headquarters)
- Some national & international locations for conferences & sourcing trips

Bear Lake Coffee Co. (a Nuvola portfolio company) welcomes great people without regard to disability, race, religion, age, gender, sexual orientation, national origin, military service, marital status, or any other characteristics as protected by law. Please send a resume and cover letter with salary requirements to careers@bearlakecoffee.com