



Position: Shift Supervisor

Create the true "Coffeehouse Experience" for each and every customer and make a difference in their day.

Job Summary and Mission

This job contributes to Indian River Coffee's success by assisting the coffeehouse manager in executing coffeehouse operations during scheduled shifts. This job deploys team members and delegates tasks so that team members can create and maintain the "Coffeehouse Experience" for our customers. The incumbent is responsible for modeling other members and acting in accordance with Indian River Coffee policy and procedures.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge that promote the "Coffeehouse Experience", values and mission of Indian River Coffee. Must maintain a calm demeanor during periods of high volume or unusual events to maintain a clean and comfortable coffeehouse environment.
- Must be able to anticipate customer and coffeehouse needs by constantly evaluating the coffeehouse experience and customers for cues. Communicates information to manager so that the team can respond to any changes.
- Assists with new team member training by positively reinforcing successful performance and giving respectful and encouraging coaching as required.
- Contributes to positive teamwork by recognizing alarms or changes in team member morale and performance and communicating them to the store manager.
- Delivers world class customer service to all customers by acting with a "customer comes first" attitude, at the same time, placing yourself in the customer's place. Discovers and responds to customer needs.
- Follows Indian River Coffee operational policies and procedures, including those for cash handling, safety and security, to ensure the safety of all team members during each shift.
- Creates a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to team members on shift to ensure operational excellence and to improve team member performance.
- Develops positive relationships with shift team by understanding and addressing individual motivation, needs and concerns.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
- During shift, directs team members to various workstations to reduce bottlenecks and maintain speed of service. Ensures partners meet operational needs and cleanliness standards.
- Executes coffeehouse operations during scheduled shifts. Organizes opening and closing duties assigned.
- Follows all cash management and point of sale policies and ensures proper cash management practices are followed by shift team.

- Follows up with baristas during shift to ensure the delivery of world class customer service for all customers.
- Maintains regular and consistent attendance and punctuality.
- Recognizes and reinforces individual and team accomplishments by using existing organizational tools and by collaborating with store manager to find new, creative, and effective methods of recognition,
- Utilizes operational tool to achieve operational excellence during the shift.

Qualifications

- Customer service experience in a retail or restaurant environment (1 year)

Required Knowledge, Skills and Abilities

- Ability to develop and maintain effective working relationships
- Ability to direct the work of others
- Ability to learn quickly
- Ability to work in a team
- Effective oral communication skills
- Knowledge of the retail environment
- Strong interpersonal skills

Physical Requirements

Proficiency Ratings Legend

O = Occasional (up to 25% of time)

F = Frequent (26%-74% of time)

C = Constant (75% or more of time)

Requirement:

- Bending/Twisting: Continual, intermittent flexing or rotation of the wrist(s) and spine. (F)
- Carrying: Moving an object, usually by holding it in hands or arms, or on shoulders. (O – up to 40 lbs)
- Climbing: Ascending or descending ladders, stairs, ramps, poles, and the like, using feet and legs, and hands and arms. (O)
- Computer: Usage or other special equipment operated. (C – Bar equipment/POS System)
- Handling: Seizing, holding, grasping, turning, or otherwise performing precision work with hand or hands. (C – Around bar area)
- Hearing: Receiving detailed information through oral communication. (C)
- Kneeling: Bending legs at knees to come to rest on knee(s). (F)
- Lifting: Raising or lowering an object from one level to another using hands, arms, shoulders, back and legs. (O – up to 40 lbs)
- Pushing/Pulling: Exerting force upon an object so that the object moves away from or toward the force. (O – up to 40 lbs)
- Reaching: Extending hand(s) and arm(s) in any direction. (C – Around bar area)
- Sitting: Remaining in the normal seated position. (O)
- Standing/Walking: Remaining on one's feet in an upright position at a workstation or moving about a work area. (C – Up to 90% of time)
- Stooping: Bending body downward and forward by bending spine at the waist. (F)

- Talking: Expressing or exchanging ideas by means of the spoken word. (C)
- Tasting/Smelling: Distinguishing, with a degree of accuracy, differences or similarities in intensity or quality of flavors and/or odors. (O)
- Vision: Clarity of vision at near and/or far distances. (C)

Benefits Overview If you work full time or part time (generally 20 hours or more per week) you may be eligible to participate in a variety of programs such as Healthcare Benefits, Vacation Time, Personal Holidays, Product Discounts, and Performance Bonus'.

Tips Eligibility Yes