



Position: Store Manager

Create the true "Coffeehouse Experience" for each and every customer through team member management.

Job Summary and Mission

This job contributes to Indian River Coffee's success by leading a team of store members to create and maintain the "Coffeehouse Experience" for our customers and team members. The coffeehouse manager is required to regularly and customarily exercise discretion in managing the overall operation of the coffeehouse. In particular, a majority of the time is spent supervising and directing the workforce, making staffing decisions (i.e., hiring, training, evaluating, disciplining, discharging, staffing and scheduling), ensuring customer satisfaction and product quality, managing the coffeehouse's financial performance, and managing safety and security within the coffeehouse. The incumbent is responsible for modeling and acting in accordance with Indian River Coffee's policy and procedures.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:
Leadership – Setting goals for the work group, developing organizational capability, and modeling how we work together.

- Demonstrates a calm demeanor during periods of high volume or unusual events and manages smooth transitions thereafter to keep coffeehouse operating to standard and to set a positive example for the coffeehouse team.
- Displays a "customer comes first" attitude by training and holding team members accountable for delivering world class customer service.
- Drives the implementation of company programs by developing action plans and directly motivating and instructing the coffeehouse team to implement them to meet operational and organizational objectives.
- Manages with integrity, honesty and knowledge that promote the "coffeehouse experience", values and mission of Indian River Coffee.
- Plans, identifies, communicates, and delegates appropriate responsibilities and practices to team members to ensure smooth flow of operations.
- Provides coaching and direction to the coffeehouse team to take action and to achieve operational goals. Constantly review coffeehouse environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to the coffeehouse team to achieve operational goals.

Planning and Execution

Developing strategic and operational plans for the work group, managing execution, and measuring results:

- Monitors and manages coffeehouse staffing levels to ensure team member development and talent acquisition to achieve and maintain coffeehouse operational requirements.
- Utilizes existing tools to identify and prioritize communications and regularly uses discretion to filter communications to the coffeehouse team. Communicates clearly, concisely and accurately in order to ensure effective coffeehouse operations.

Business Requirements

Providing functional expertise and executing functional responsibilities:

- Ensures adherence to applicable wage and hour laws for nonexempt team members and minors.
- Solicits customer feedback to understand customer needs and the needs of the local community.
- Uses all operational tools to plan for and achieve operational excellence in the coffeehouse. Tools include automated labor scheduler, monthly status report, cash management and inventory management.
- Uses discretion in accessing external resources to support coffeehouse operations and to execute company initiatives. Resources are provided by company.

Partner Development & Team Building

Providing partners with coaching, feedback, and developmental opportunities and building effective teams:

- Actively manages coffeehouse team members by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve team member performance.

Qualifications

- Progressive responsible retail experience (3 years)
- Supervision (1 year)
- Experience analyzing reports

Education

- College degree in business or a closely related field may substitute for a portion of the required experience
- High school or GED

Required Knowledge, Skills and Abilities

- Ability to manage coffeehouse operations independently
- Ability to manage effectively in a fast paced environment
- Strong problem solving skills
- Team building skills
- Knowledge of customer service techniques
- Ability to handle confidential and sensitive information
- Ability to communicate clearly and concisely, both orally and in writing
- Strong leadership skills, with the ability to coach and mentor others
- Ability to manage multiple situation simultaneously
- Ability to manage resources to ensure that established service levels are achieved at all times
- Interpersonal skills
- Knowledge of supervisory practices and procedures
- Organizational and planning skills
- Strong operational skills in a customer service environment
- Ability to plan and prioritize workload