

AREA MANAGER



Job Purpose Summary:

The Area Manager will oversee the staffing and personnel, retail operations, and implementation of product rollouts, corporate initiatives, and company policies in two Joe Van Gogh locations. They ensure best practices from all store team members in areas of quality control, customer experience, inventory monitoring, and bar leadership. The Area Manager will also provide administrative support, including assessing sales numbers and operational costs to ensure profitability.

The Area Manager must have strong leadership skills, including demonstrated proficiency in coaching, delegating, and setting and enforcing expectations. They must be able to communicate professionally with all members of the organization, lead and participate in meetings effectively, and deliver feedback consistently. Other requirements include the abilities to analyze financial reports, work with spreadsheets, problem-solve creatively, product/coffee knowledge and oversee projects.

The Area Manager (North) and Area Manager (South) will work together to collaborate and support each other to streamline overall store consistency throughout all the shops.

Reports To: Business Manager

Direct Reports: Store Managers, Assistant Store Managers, Shift Leaders

Status: Full Time

Staffing and Personnel

Team Leadership

- Leads regular manager team meetings to set priorities, identify and address challenges, and review upcoming product rollouts, events, catering orders, and other deadlines.
- Helps organize and attends quarterly staff meetings; collaborates with managers, Assistant Managers and Shift Leaders to plan and create thoughtful meeting agendas.
- Oversees in-store development of Store Managers, Assistant Managers and Shift Leaders; collaborates with Talent Development Manager to identify and pursue opportunities for staff growth.
- Assists with interviewing and serves as the final decision for staff hiring.
- Serves as the emergency contact for Store Manager, Assistant Store Manager and Shift Leads when the former is unreachable
- Ensures that communication channels are followed consistently. Serves as emergency support for Store Managers and troubleshooting issues.

Human Resources

- Ensure that all hourly employee time is being recorded and adjusted appropriately, and that Store Manager/assistant managers are submitting hours to the Business Manager.
- Ensure that full time requirements and overtime are monitored for all staff; be sure management is submitting necessary paperwork for employees changing status (part time versus full time).

- Assists Store Manager/Assistant Store Manager to create thoughtful, detailed content for personnel documentation (including reviews and action logs/write-ups.)
- Oversee/Attend the compilation and presentation of performance reviews; submit all necessary documentation to the Business Manager; follow up on any pay raises or training needs.
- Conduct all performance reviews for Store Manager, Assistant Manager and assists with Shift Leader review.

Roastery Collaboration

- Ensures that appropriate information on new products, practices, and special company events reaches all staff members; oversees proper execution of all rollouts.
- Attends regular weekly meetings with the business manager; collaborates with business manager and owner to identify challenges, opportunities, and areas for improvement.
- Be the liaison between roasting operations and JVG's retail stores, keeping store managers aware and up to date on the coffee availabilities of coffees and allied products.
- Ensure compliance with all JVG policies

Retail Operations

- Ensure that all team members manage inventory effectively (including coffee rotation), and that orders are placed correctly, in a timely manner.
- Ensure a positive customer experience in both stores; ensuring that Store Manager and Assistant Managers are providing proper bar-backing and food-running coverage.
- Manage point-of-sale logistics, ensure that all team members utilize point-of-sale system correctly, and contact point-of-sale vendors to troubleshoot as needed.
- Collaborates with Store Manager and Assistant Managers, to create and manage staff schedules for both locations; ensure that requests for shift changes are being submitted correctly.
- Purchase necessary items for the stores; collaborate with marketing team to organize and implement any larger store updates or aesthetics.
- Assess sales numbers and operational costs to ensure profitability; collaborate with supervisors to plan and implement strategies to boost store growth.
- Meets with Store Manager/Assistant Store Manager weekly/bi-weekly for store check-ins, feedback and concerns. Handling and making all final decisions for the store.

All Joe Van Gogh employees are subject to a 90 day probationary period

JOE VAN GOGH INC

505 MEADOWLANDS DRIVE, UNIT 101

HILLSBOROUGH, NC 27278

919.644.0111

JOBS@JOEVANGOGH.COM