

SHIFT LEADER



Job Purpose Summary:

The Shift Leader coordinates in-store training and ensures staff compliance with customer experience best practices, proper recipe execution, and food safety standards. This position requires a heavy bar presence (four to five bar shifts per week) and the ability to balance barista duties with the added responsibilities of team development, shift task facilitation, and conflict resolution while on shift.

Reports To: Store Manager, Assistant Store Manager, Learning & Talent Development

Status: Full Time Hourly

Primary Responsibilities (75% Time Spent):

1. *Employee Development/In-Store Training*

- a. Schedule and lead in-store training sessions for new staff members
- b. Coordinate with CES to reinforce concepts covered in the onboarding curriculum
- c. Provide feedback to baristas in areas of beverage preparation, customer experience
- d. Ensure staff members execute drink recipes accurately using proper techniques
- e. Assist staff members in streamlining transactions and improving bar efficiency skills
- f. Maintain a positive working relationship with all staff members
- g. Serve as a role model and mentor to all front-line staff

2. *Customer Experience*

- a. Train new staff members on point-of-sale system and store work flow
- b. Ensure front-line staff creates an accommodating store atmosphere
- c. Monitor product quality and ensure consistency in point-of-sale operations
- d. Utilize point of sale system to edit customer accounts and transaction details
- e. Address customer comments/complaints, issue refunds when appropriate

3. *Operational Duties*

- a. Confirm that staff observe routine cleaning protocol on all equipment
- b. Troubleshoot equipment and point-of-sale system oddities as they come up on shift
- c. Ensure that staff members complete shift responsibilities in a timely manner
- d. Observe and maintain all best practices in managing store inventory
- e. Report all inventory, equipment, and shop issues to store management

Additional Tasks (25% Time Spent):

1. Orders and Cash Handling Support

- a. Assist store management with milk, dry goods, and coffee orders
- b. Assist store management with cash handling duties

2. Professional Development

- a. Complete additional trainings with CES and store management as required
- b. Develop skill levels in areas of drink preparation and customer experience
- c. Assess areas for personal growth

Qualifications:

- 35 Hours/Week Minimum
- Strong Communication/Active Listening Skills
- Superior Customer Service Skills
- Superior Drink Building Skills
- 1+ Year(s) of Barista Experience
- Demonstrated Leadership/Teaching Ability
- Strong Motivation and Ability to Work Independently
- Time Management and Prioritization Skills
- Prolonged, Frequent Ingestion of Coffee and Tea
- Valid NC Driver's License and Reliable Transportation
- Availability to Work Nights, Weekends, Holidays
- Prolonged Periods of Repetitive Motions With Hands/Wrists
- Prolonged Periods of Time on Feet
- Ability to Lift 50+ Lbs.

*Please note this position prohibits the wearing of perfumes, colognes, or fragrances that may interfere with the coffee tasting experience.

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

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