

### Position summary:

Responsible for managing the operations of the coffee program including menu creation and optimization, training of baristas, daily execution of safety/sanitation, quality drink execution and guest experience. The Coffee Bar Manager is responsible for these areas whether on or off premises and is responsible for communicating to the Store Manager directly.

### Roles & Responsibilities

- Oversight and management of quality control and execution of all related beverages.
- Creation, management, and communication of operational systems and barflow.
- Manage inventory and ordering of all related goods.
- Assist in staff training with regards to job specific area of oversight, including but not limited to on boarding and continued education.
- Assist in research and development, including but not limited to tastings, drink creation, menu refinement, and store specific offerings.
- Create and maintain equipment maintenance schedule, including Fetco, espresso machine, flash chiller, grinders, water filters, and any other coffee equipment.
- Promote PCB Coffee by assisting in organization and execution of private and public educational events.
- Cross train with PCB Store Manager in order to checkout customers in the retail space.
- Help with Candle pick-ups.

## Success Factors & Expectations

- Be willing and open to ask questions and seek advice from management.
- Communication and listening - Must be a skilled communicator, director and motivator. Ability to fully listen and understand co-workers and leadership and address their needs appropriately.
- Teamwork - Team player and ability to work well with managers and customers. Collaborative and compromising, able to foster a positive work environment.
- Leadership and Honesty - Gain the trust of co-workers and management, and strive to be ethical in all decisions.
- Energetic - Must possess a positive attitude and eagerness to work to complete assignments in a timely fashion, and strive to maintain the highest standards at all times.
- Discretion - Be considerate of customers and team members. Avoid oversharing inappropriate information with others.

## Requirements

- Be at least 18 years old
- Communicate effectively with team members and customers
- 1-2 years experience in a coffee bar or cafe setting
- High school diploma or equivalent; college degree preferred
- Understanding of various drink making methods, ingredients, equipment, and procedures
- Customer orientation and ability to adapt/respond to different types of character
- Must be able to multi-task, prioritize and manage time effectively in a fast-moving environment
- Strong problem-solving ability
- Familiar with industry best practices
- Attention to detail
- Ability to work under pressure
- Must be able to sit/stand for 8 hours
- Walking, bending, light lifting up to 50 lbs
- Must be able to safely operate small and large appliances in a bar setting
- Must be comfortable working in an environment with potentially dangerous trade tools
- Communicate stress or work load with manager

**We are committed to affirmatively providing equal opportunity to all associates and qualified applicants without regard to race, color, ancestry, national origin, religion, sex, marital status, or any other basis protected under applicable law.**