JOB DESCRIPTION

| **Title** | Café Assistant Manager | | |
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| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Café Assistant Manager will be responsible for assisting with the supervision and day-to-day running of [Organization Name]'s food and beverage service. They ensure a high standard of service and a convivial and friendly atmosphere in the café.

The ideal Café Assistant Manager should be familiar with cafe operations and have an excellent understanding of what makes great customer service. Communication is also essential as all tasks will require interaction with coworkers and customers.

**Duties & Responsibilities**

Key responsibilities include, but are not limited to the following:

* Assist the [Organization Name] manager in supervising employees
* Lead the team on a day-to-day basis and communicate important information
* Provide leadership to the baristas in all elements of the employment cycle, including interviewing, hiring, onboarding, supervision, training, continuous mentoring, support, and performance reviews
* Assist in training new team members
* Manage employee schedules, ensuring adequate staffing levels
* Schedule and prepare for staff meetings
* Operate a variety of specialized food and beverage service equipment
* Foster a positive and collaborative work environment
* Raise awareness and ensure that the team and new recruits learn best practices in food service
* Develop customer loyalty by ensuring the quality of the welcome in the café and customer satisfaction
* Suggest menu additions, deletions, and price changes to the manager
* Keep detailed records of daily, weekly, and monthly costs and revenues
* Monitor compliance with food safety, health and safety, and hygiene regulations
* Be responsible for overseeing the cleaning and general maintenance of the facility and equipment
* Assume responsibility in the absence of the café manager
* Oversee supplies and equipment, ensuring that adequate supplies are ordered for the café and that service calls are made for malfunctioning equipment
* Additional related duties as assigned

**Core Competencies**

* Strong written and verbal communication and team management abilities
* Dedication to customer satisfaction and service excellence
* Highly developed interpersonal, forward thinking, and problem-solving skills
* Excellent multitasking skills and ability to adjust to continually shifting priorities
* Strong organizational and time management skills
* Excellent attention to detail
* Ability to perform under pressure
* Willingness to participate as part of a high-energy, powerful team in a fast-paced environment
* Strong leadership skills
* Service orientation

**Qualifications**

* High school diploma or GED is required
* Preference will be given to post-secondary hospitality or food service education
* XX years experience as a Café Assistant Manager or similar role is required
* Work experience in the food industry is an asset
* Strong computer and basic mathematics skills is required
* Knowledge of food safety, hazardous materials in the workplace, and first aid an asset

**Working Conditions**

* The standard work week for this position is XX hours.
* The standard business hours for this position are from <insert time> to <insert time>.
* This job often requires working around peak hours, including nights, early mornings, weekends, and holidays.
* Work environment may be noisy and involve exposure to hot surfaces and steam.
* This position will require frequent movement (standing, walking, use of hands and arms to carry plates and cups) and communication (communicating, listening) as well as the use of taste and smell.
* May be exposed to safety hazards (e.g. slippery floor, hot oven, sharp objects).
* This position may require occasional lifting and/or moving of products weighing up to XX pounds.
* This position is onsite.