

The Café Manager plays a crucial role in ensuring the smooth operation of the café, providing excellent customer service, while creating a welcome atmosphere for the community and church. This position is ideal for someone who is highly organized, resourceful, passionate about hospitality, and a go-getter. The Café Manager will oversee daily operations, manage staff, track expenses, handle ordering and inventory, and ensure a high standard of service.

Role Details

Ministry Title: Café Manager

Paid Position: Yes

Weekly expectations: 40+ hours

Job Category: Full-Time Staff

Relationships

Reports to: Executive Pastor and Business Commission liaison

Direct Reports: Part-time café staff and volunteers

Works directly with: Building Host and Facility Coordinator

Qualifications and Competencies

- Proven experience in a managerial role, preferably in a café or restaurant setting
- Strong organizational and multitasking skills
- Excellent communication, interpersonal, and problem-solving skills
- Ability to work effectively with a diverse team of volunteers and part-time employees
- Passion for people and hospitality
- Agreement with the WL Grace Ministry Team Agreement
- It is required that this person attend Winona Lake Grace Church
- Current passed background check on file

Primary Duties and Responsibilities

- **People Management**
 - Supervise and manage both volunteers and part-time employees
 - Create and maintain staff schedules to ensure adequate coverage
 - Provide training and development opportunities for staff
 - Foster a positive and collaborative work environment

- **Financial Management**

- Track and manage expenses to stay within budget
- Handle ordering and inventory management to ensure café is well-stocked
- Monitor sales and implement strategies to increase revenue

- **Operations Management**

- Ensure the café is clean, organized, and well-maintained
- Oversee the preparation and presentation of food and beverages
- Implement and maintain health and safety standards

- **Customer Service**

- Greet and interact with customers and guests in a friendly and professional manner
- Address customer inquiries and resolve complaints promptly
- Promote a culture of hospitality and excellent service
- Work together with other key church staff to host our friends and neighbors well

Additional Responsibilities

- Potential for other responsibilities based on availability

Additional Expectations

- Meet regularly with the Executive Pastor related to church-wide operations and initiatives
- Meet regularly with the Business Commission liaison
- This role will occasionally include work hours on Sunday mornings

Evaluation Process

Regular job performance updates and yearly reviews

Café Manager Application