



NorthPoint Church

Café Manager Job Description

Objective:

The Café Manager will lead the strategic development, daily operations, staffing and stocking of our newly established NorthPoint Community Center Café. This role requires an experienced leader who can bridge coffee shop and/or restaurant experience with logistical prowess. The Café Manager will work closely with church leadership and the Community Center Lead to ensure the café reflects NorthPoint's mission of cultivating communities of grace and truth while also serving the diverse needs of local communities in the Des Moines metro.

Compensation/Status: Full-time, 40 (+/-) hours per week, annual salary (commensurate with experience), Exempt status. Benefits include group health insurance, paid vacations, etc. Refer to the NorthPoint Employee Handbook for details.

Key Responsibilities: The Café Manager is charged with:

Strategic Leadership and Vision

- Develop and implement a comprehensive vision and strategic plan for the café, aligning with NorthPoint Church's mission and the goals of the Cultivate Initiative.
- Ensure that all activities and programs within the café reflect NorthPoint's values and commitment to creating space for everyone to experience the grace and truth of Jesus.
- Hire, train, and retain baristas to support and effectively bridge any/all gaps between Manager and customers.
- Develop, implement, and evaluate a diverse range of food, beverages, and merchandise that cater to the needs and interests of various segments of the community.

Operational Management

- Oversee the day-to-day operations of the café, ensuring a safe, welcoming, and well-maintained environment.
- Aid in the development and management of the café's budget, including revenue-generation strategies, and expense control.

- Establish and implement policies and procedures for the effective and efficient operation of the café.
- Coordinate the scheduling and utilization of cold case and vending machine food/drink offerings.

Staff and Volunteer Management

- Recruit, train, supervise, and mentor café staff.
- Develop and manage a small volunteer program to support the café operations and programs.
- Foster a positive and collaborative work environment for staff and volunteers.

The Café Manager is NOT:

- Restaurateur hoping to scale and/or franchise.
- “Typical” coffee shop owner/manager.
- Hobbyist hoping to live-out their “coffee-dream”.

Qualifications:

- A strong personal faith in Jesus Christ and a commitment to the mission and values of NorthPoint Church.
- Demonstrated leadership experience in a café, coffee shop, restaurant, or similar setting.
- Experience in menu development, implementation, and evaluation.
- Experience in commercial kitchen/food management, inspections, maintenance, and overall upkeep.
- Strong operational management and budgeting skills with POS know-how and experience.
- Excellent communication, interpersonal, and relational skills.
- Ability to build and maintain effective relationships with diverse groups of people.
- Experience in staff and volunteer management.
- A bachelor's degree (or equivalent experience) is preferred though NOT required.
- Passion for serving the community and creating a welcoming and impactful space.
- Self-starter and creative, with the ability to partner with others.
- Understanding of the goals and objectives of the Cultivate Initiative.

Relationships of the Café Manager include:

Reports to	Director of Operations
Works closely with	Community Center Lead, Admin and Facility teams, PLA Director, and community
Leads	Baristas, café volunteer teams, and Community Center staff
Supports	Other ministry leads and church leadership

Success of the Café Manager is defined by:

- NorthPoint's building and maintenance of a full-fledged and highly regarded community café.
- Excitement and intentionality align with NorthPoint's mission, values, strategy, and impact of our church.
- NorthPoint community members, as well as the surrounding community, are utilizing the café menu and space to relax, relate, refuel and work/focus.
- Volunteers are consistently recruited and adequately equipped to serve.
- Staff are being developed to improve effectiveness and profitability.
- NorthPoint café is being used creatively and meeting the needs of local communities.
- NorthPoint staff and leaders are supported and encouraged.

To apply, please send your resume and cover letter to Tonya Amos -

Tonya.amos@northpointdsm.com