



NorthPoint Church

Assistant Cafe Manager Job Description

Objective:

The Cafe Assistant Manager will support the Cafe Manager in the daily operations, staffing, hospitality, and development of the NorthPoint Community Center Cafe. This role combines hands-on barista leadership with operational oversight, ensuring excellent guest experiences, efficient cafe operations, and a welcoming environment that reflects NorthPoint's mission of cultivating communities of grace and truth. The Cafe Assistant Manager will serve as a key leader on the cafe team, providing direct support to staff and volunteers while helping maintain the overall health and effectiveness of the cafe. This individual will assist in leading day-to-day operations and serve in the Cafe Manager's absence as needed.

Compensation/Status: Full-time, 30–40 (+/-) hours per week, hourly or salaried compensation (commensurate with experience), Non-exempt or Exempt status as determined by role classification. Refer to the NorthPoint Employee Handbook for details.

Key Responsibilities: The Cafe Assistant Manager is charged with:

Operational Leadership

- Assist the Cafe Manager in overseeing the day-to-day operations of the cafe.
- Ensure a safe, welcoming, clean, and well-maintained environment for guests, staff, and volunteers.
- Serve as the acting leader during shifts and in the Cafe Manager's absence.
- Assist in implementing and maintaining cafe policies, procedures, and operational standards.
- Monitor inventory levels, communicate supply needs, and assist with ordering and stocking.
- Coordinate inventory rotation, restocking, and organization of cafe and kitchen supplies.
- Assist with cold case merchandising, product displays, and food offerings.
- Support equipment maintenance and communicate repair or maintenance needs.
- Monitor and enforce food safety procedures.

Staff and Volunteer Leadership

- Assist in recruiting, onboarding, training, and mentoring baristas and volunteers.

- Provide coaching, encouragement, and accountability to staff and volunteers during shifts.
- Help foster a positive, collaborative, and Christ-centered work environment.
- Assist with scheduling and shift coverage as directed by the Cafe Manager.
- Model excellent customer service, professionalism, and servant leadership.

Guest Experience and Hospitality

- Greet and engage customers warmly, ensuring every guest feels welcomed and valued.
- Prepare and serve high-quality coffee, espresso beverages, specialty drinks, and food items according to established recipes and presentation standards.
- Provide product knowledge and recommendations to customers.
- Resolve customer concerns promptly and graciously.
- Cultivate an atmosphere that encourages community, connection, and hospitality.

Administrative and Operational Support

- Assist the Cafe Manager with tracking inventory, sales, and operational data.
- Support implementation of menu updates, promotions, and seasonal offerings.
- Operate and troubleshoot the POS system and assist staff with transaction issues.
- Help steward cafe expenses, supplies, equipment, and resources responsibly.
- Maintain compliance with all health, safety, and sanitation standards.

Culture and Mission

- Ensure that all activities and interactions within the cafe reflect NorthPoint's mission, values, and commitment to creating spaces where people experience the grace and truth of Jesus.
- Treat everyone with kindness, honor, dignity, and respect.
- Support the ongoing growth and impact of the NorthPoint Community Center Cafe.

Qualifications:

- A strong personal faith in Jesus Christ and a commitment to the mission and values of NorthPoint Church.
- Previous leadership experience in a cafe, coffee shop, restaurant, or similar hospitality setting preferred.
- Strong customer service, organizational, and problem-solving skills.
- Experience with POS systems, inventory management, and basic operational processes preferred.
- Excellent communication, interpersonal, and relational skills.
- Ability to build and maintain effective relationships with diverse groups of people.
- Comfortable standing for extended periods and lifting up to 50 lbs.

- Passion for hospitality, community engagement, and creating welcoming environments.
- Self-starter and creative, with the ability to partner with others.

Desired Qualities:

- Friendly, patient, and service-oriented.
- Reliable, punctual, organized, and trustworthy.
- Team-oriented with a strong work ethic.
- Strong leadership presence with a servant-hearted mindset.
- Adaptable and able to thrive in a fast-paced environment.
- Continuous improvement mindset.
- "Whatever it takes" attitude.

Relationships of the Cafe Assistant Manager include:

Reports to	Cafe Manager
Works closely with	Cafe staff, volunteers, Community Center staff, Admin and Facility teams
Leads	Baristas and cafe volunteers during assigned shifts
Supports	Community Center Lead, other ministry leads, and church leadership

Success of the Cafe Assistant Manager is defined by:

- Excitement and intentionality align with NorthPoint's mission, values, strategy, and impact of our church.
- Consistent delivery of exceptional hospitality and customer service.
- Cafe shifts operate smoothly, efficiently, and safely.
- Staff and volunteers are equipped, encouraged, and developed.
- Cafe cleanliness, quality standards, and operational expectations are consistently maintained.
- NorthPoint community members, as well as the surrounding community, feel welcomed, valued, and served.
- Supplies, equipment, and resources are stewarded responsibly.
- The Cafe Manager, staff, and volunteers feel supported and encouraged.

To apply, please send your resume and cover letter to Cassie Johnson-
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