

Cafe Shift Supervisor

Knead Community Cafe, SW PA's first "Pay what you can/Pay it forward Cafe" is looking for a shift supervisor. We are a nonprofit & Christian based cafe with the mission to bring people from all walks of life together- those who are food insecure and those who are not, serve them delicious and healthy foods and ultimately strengthen the community ties that bind us. Our staff consists of primarily volunteers whom you will supervise and assist.

Position Summary

The Cafe Shift Supervisor contributes to Knead Community Cafe's success by ensuring our café operations and guest service are held to the highest standards. This position is responsible for coordinating the front-end operation of the restaurant which includes: team and volunteer supervision, patron hospitality, restaurant cleanliness and superior food quality/ service. This position reports directly to the Cafe Manager.

Key Duties and Responsibilities

- Ensures that Knead Community Cafe's nonprofit mission is understood by all while providing exceptional cafe service. Resolves guest issues that may arise in a courteous, dignified manner. Creates an environment of dignity and respect for all and fosters an atmosphere of positive morale.
- Recruitment, training, and direction to volunteer and team members. Responsible for the coordination of the volunteers and station assignments during cafe hours.
- Manages all cash handling procedures and deposit transactions during assigned shift and ensures adherence to Knead CC cash handling procedures.
- Maintains highest standards of cleanliness throughout cafe and the entire facility including bathrooms, storage areas, conference room, and banquet hall. Ensures that areas are prepped, cleaned, set up, and stocked in advance of daily cafe service. Assesses environmental needs daily/ weekly. Restocks supplies as needed.

Performs any and all duties to ensure the smooth operation of the café and that consistent standards are adhered to. Assists in working all stations as necessary to ensure guest needs are met. Instructs new volunteers on food safety/ cafe procedures at various work stations. Responsible for carrying out daily set up and break down of all cafe operations and in all other areas of facility.

Qualifications / Skills:

A pleasant personality is desired with exceptional interpersonal, motivational and leadership skills. Able to conduct oneself in a professional manner at all times. Excellent manager of time and resources with a fine eye for attention to detail. Able to effectively prioritize, possess sound judgment, and the ability to make decisions quickly. Must be able to multitask while remaining calm in a sometimes fast-paced setting. Must possess basic knowledge of register/ use of Square POS system. Able to correspond through email. Must have professional phone and communication skills and in all

dealings with our staff, patrons and volunteers. Reliable, trustworthy and open to feedback and learning new ways of doing things.

Valid drivers license and reliable transportation a must.

Background check, references upon request.

Education/Experience Requirements:

- A minimum 1-2 years supervisory experience is desired with a proven ability to train and direct others.
- Food experience desired

Physical Requirements

- Ability to standing for extended periods of time (5+ hours at a time)
- Ability to move around the café to attend to needs of guests and staff
- Ability to move, bend, twist, lift and handle equipment, supplies and other objects weighing up to 30 pounds
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Cafe service is Tuesday through Saturday. May require occasional evening and weekend hours to accommodate special events and fundraisers. This is a part time position approx 15-20 hrs per week.