**Coffee Shop Manager**

**Reports to: Office Manager**

**Job Summary**

The Coffee Shop Manager is responsible for planning and executing a marketing plan for the Ground Zero Coffee Shop and running the shop’s day-to-day operations. In addition, the manager will organize and maintain coffee shop and Top Nosh supply inventory, train and schedule volunteers to serve at the coffee shop and Top Nosh during venue events, and serve as the ministry’s receptionist for the facility during regular operating hours.

**Essential Functions of Job**

* Collaborate with GZ staff to create, plan and implement inspiring and life changing ministry to teenagers.
* Embrace Ground Zero's mission, core values, and strategy
* Honor ministry policies outlined in Ground Zero Handbook
* Raise and maintain personal ministry partnership support
* Perform other duties as requested by the President of GZ.
* Cultivate awareness about Ground Zero in the community
* Understand every staff member has a role in advancement

**Reception**

* Maintain a welcoming presence at the coffee shop counter.
* Greet guests and direct them to appropriate area of the venue.
* Maintain clean lobby throughout the day.

**Coffee Shop**

* Plan and execute a coffee shop marketing plan to build walk-in traffic and business support.
* Regularly post coffee shop offers and specials to social media.
* Run day-to-day coffee shop operations.
* Responsible for Coffee Shop and Top Nosh operations - specifically organizing, inventory control and volunteer training and oversight.
* Attend required DHEC classes.
* Ensure Coffee Shop and Top Nosh volunteers comply with food safety regulations (DHEC) to warrant a continued Grade A rating.
* Maintain coffee shop organization and cleanliness according to DHEC regulations.
* Adhere to recipes provided by Crimson Cup.
* Provide exemplary, consistent service to patrons in the coffee shop.
* Provide vision or coffee shop to increase revenue and expand to multiple locations as a way to generate income for the ministry and raise awareness.

**Leadership Teams**

Responsible for the organization and oversight of volunteer teams:

* Top Nosh
* Coffee Shop