

# Coffee Shop Manager



## Staff Team: Administrative

### 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. The manager will train and schedule volunteers and staff to serve at the coffee shop and Top Nosh during venue events and serve as the ministry's greeter during regular operating hours.

### Essential Functions of Job

- Collaborate with GZ staff to create, plan and implement inspiring and life changing ministry to teens
- Embrace Ground Zero's mission, core values, and strategy
- Honor ministry policies outlined in Ground Zero Handbook
- Perform other duties as requested by the President of GZ
- Understand every staff member has a role in advancement
- Function in a non-traditional work schedule that balances ministry, family, and personal time
- Understand our commitment at Ground Zero to live the principle, "He must increase, but I must decrease." – John 3:30 - *John prepares the way for Jesus through his life and his preaching. But in the end, that mission is not to draw attention to himself but to draw attention to Jesus.*

### Administration

- 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
- Attend required DHEC classes

### Advancement

- Raise and maintain personal ministry partnership support
- 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

### Implementation

- Responsible for Coffee Shop and Top Nosh operations, specifically organizing services, inventory control, and volunteer/staff training and oversight
- Ensure Coffee Shop and Top Nosh volunteers and staff comply with DHEC regulations to warrant a continued Grade A rating
- Maintain coffee shop and Top Nosh organization and cleanliness according to DHEC regulations
- Adhere to recipes provided by Crimson Cup
- Provide exemplary, consistent service to patrons in the coffee shop and Top Nosh
- Provide vision for coffee shop to increase revenue and expand to multiple locations as a way to generate income for the ministry and raise awareness
- Create an inviting environment and quality product for weekly student GZi meals and GZ events

### Leadership Teams

Responsible for the organization and oversight of leadership teams:

- Coffee Shop
- Top Nosh