



Job Title	Job Code	FSLA Status	Employment Status	FTE Authorization	Date Revised
Assistant Manager		Non-Exempt	1 FTE	EB	10/3/22

**About the organization:**

Inspired Coffee is a premium coffee shop, a neighborhood place, located in downtown Lake Geneva, employing up to 20-30 individuals with mild to moderate developmental disabilities in an integrated setting where are celebrated, job trained, coached and, over time, placed into a fully integrated work setting.

**Mission Statement:**

Empowering adults with disabilities to live with greater purpose and achieve their individual best in a thriving environment.

**Core Values:**

1. Christ-centered
2. Empower
3. Equity
4. Excellence
5. Serve with Love
6. Better together

**Performance Standards:**

- **Servant** – One who is Christ-like, humble, helpful, committed and empathetic.
  - **Team** – One who draws people together, unifies, encourages shared ideas, and fosters open communication.
  - **Achiever** – One who is loyal to the mission and goes above and beyond to achieve goals that move the ministry forward.
  - **Respect** – One who is kind, patient, affirms the value of others while being open and approachable.
  - **Skilled** – One who uses their knowledge, gifts, skills, and expertise to perform their job exceptionally, is teachable, and continually pursues professional growth.
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**Position Description:**

The Assistant Manager supports the General Manager in implementing company programs by working directly with shift team and trainees to execute action plans that meet operational and organization objectives. The Assistant Manager is a hands-on, active member of the team serving with a passion for frontline engagement. The Assistant Manager reports to the General Manager.

**Essential Functions:**

- Providing leadership to shift team, actively works the floor alongside the team, maintaining proficiency as barista and cashier.
- In close collaboration with the Talent Development Coordinator and General Manager, ensures consistent implementation of an outcomes-oriented training program that progressively trains hard and soft skills.
- Ensures effective store operations, filtering communication to shift team as directed by General Manager.
- Reviews store environment and key performance indicators to identify problems, concerns and opportunities for improvement in order to provide coaching and direction to shift team to achieve operational goals. Communicates ideas to General Manager for broader areas of improvement.
- Ensures all checklists, operating procedures, policies and systems are up to date, complete, and followed.
- Utilizes and provides direction to team during their shift on the use of operational tools to achieve operational excellence. Acts as a coach and mentor to team by using discretion in assessing performance, providing feedback and coaching to improve team performance, and effectively recommending employment decisions to General Manager and Talent Development Coordinator.
- Contributes to positive team environment by recognizing alarms or changes in team morale and performance and communicating them to General Manager.
- Develops positive relationships by understanding and addressing individual needs, motivations and concerns.
- Supports store operations by recognizing and reinforcing individual and team accomplishments through existing organizational tools and makes recommendations to General Manager on new, creative, and impactful methods of recognition.
- Serves as an effective, in-store ambassador for Inspired Coffee and people with disabilities.
- Responds to immediate store needs by personally addressing or elevating priority items to General Manager.
- Maintains proficiency as back-up for key operational functions including procurement of all supplies and consumables, staff scheduling, inventory management of retail merchandise, as well as other key functions of the General Manager.
- Manages merchandise inventory, secures stock from Inspiration Ministries' storage facility and proactively communicates low inventory levels to trigger reorders.
- Works closely with General Manager and Inspiration Ministries' Human Resources Manager to incorporate the use of volunteers.
- Maintains full knowledge of all menu items, preparation techniques and recipes.
- Has a passion for ensuring customers have an excellent and memorable guest experience, every time.
- Provides insights and recommendations for creative strategies to increase revenue and executes in-shop strategies (i.e. expand menu offerings).

**Primary Responsibilities**

- Assist General Manager in overall store management
- Floor operations/shift staff leadership (75% time allocation)
- Create and post staff schedule, confer with General Manager
- Product ordering, train shift staff to complete product ordering, oversee ordering process
- In collaboration with General Manager and vendor(s), create seasonal menu choices/recipes
- Work with Marketing Team on all store marketing needs
- Assist General Manager on execution of initiatives, strategies, etc.
- Store performance – financial, key performance indicators
- Support and ensure effectiveness of training program
- Work with team on development and execution of merchandising strategy
- Serve as leadership back-up for key operational functions, including: inventory management, staffing/developing, training, weekly/monthly reporting, etc.

**Skills and Core Competencies:**

- Strong moral character
- Compassion – comfortable working with special needs population
- Excellence
- Guest experience-minded
- Relational ability – friendly, high energy
- Analytical thinking
- Strong financial acumen
- Strong leadership and coaching skills
- Resilient, remains focused and calm under pressure
- Ability to make quality and timely decisions
- Exceptional communication and organizational skills
- Forward thinking

**Education/Qualifications:**

- Associates Degree in business, finance or related field preferred, or 2-3 years proven track record as supervisor or manager leading teams and improving operating results in high volume food and beverage or merchandise operations.
- Demonstrates a passion for helping people with disabilities thrive.
- Proven track record of taking initiative and going above and beyond job description to deliver results.
- Demonstrates team management, delegation and issue resolution skills and the ability to multi-task.
- Demonstrates knowledge of policies and product, service, quality, equipment and operations standards.
- Requires the ability to speak, read and comprehend instructions, short correspondence and policy documents, as well as converse comfortably with individuals.