

Fairmount Coffee Co.

Job Description

Title: Manager of Fairmount Coffee Co.

Accountable to: Director of Campus Outreach

- Work closely in a team setting with Executive Staff and with the Assistant Manager to ensure the coffeehouse is operating successfully.
- Provide oversight of day to day operations of coffeehouse.
- Lead and direct the business activities of Fairmount Coffee Co.
- Maintain high quality and consistent product standards
- Select vendors to work with and initiate vendor partnerships
- Oversight of employee scheduling
- Ensure that Fairmount Coffee Company facilities and equipment are clean, in working order and well-maintained
- Have an awareness of health department regulations & food codes and ensure compliance
- Create and implement a comprehensive marketing strategy for Fairmount Coffee Co; (social media, website, newsletters, print marketing)
- Coordinate with executive staff for events and group reservations
- Maintain accurate picture of financial sustainability and assist in ways to help coordinate improvement in all areas
- Develop purchasing guidelines to purchase and maintain appropriate product inventory
- Collaborate with executive staff to evaluate financial business management of the coffeehouse
- Suggest and implement new initiatives in pursuit of increasing quality and profitability, streamlining labor/systems, and increasing morale
- Assist with taking orders, preparing drinks and food, and with regular duties in the coffeehouse as necessary
- Demonstrate excellent customer service at all times
- Educate customers on all of our products
- Promote the Fairmount Coffee Company at WSU and the local community.
- Stay informed of new coffee availability and attributes
Cup and taste coffee regularly to maintain familiarity with product and quality standards
- Recruit employees and volunteers
- Ensure quality by proper training of all Fairmount Coffee Co. employees
- Conduct staff meetings with Fairmount Coffee Co. personnel on a regular basis
- Ensure staff's adherence to operational guidelines and standards, compliance with all conduct, safety and security policies, and the proper functioning and maintenance of store equipment
- Discipline staff as necessary

Qualifications

- Experience in the restaurant industry required
- Several years of management or supervisory required
- Schedule may vary, so must be willing to be flexible
- Possess a general knowledge of the coffee industry or have an interest in learning about the industry
- Demonstrated passion and enthusiasm for specialty coffee
- People management skills
- Effective communication skills
- Strong attention to detail
- Open to criticism and constantly striving to improve
- Ability to multi-task with ease