

SILT - Coffee Shop Manager

Status: Full-time Position

Location: Washington County

Reports To: Community Engagement & Development Manager

General Description:

The Silt Coffee Co Manager serves as the main contact for Silt Coffee Co in the day-to-day operations and provides timely and effective communication to direct supervisor. This individual is responsible for creating an environment that welcomes new and existing customers to keep coming back for coffees, teas, and light fare. The Manager provides supervision to part-time baristas and coordinates their daily work schedules and duties. Additionally, the Manager ensures Silt Coffee Co stays clean, inside and outside and maintains the highest quality specialty drinks and food, along with friendly and professional service.

Essential responsibilities include but are not limited to:

- Ensures that Silt Coffee Co staff are friendly, efficient, and provide excellent customer service.
- Maintains high quality and consistent product standards for all customers.
- Prepares and oversees food and drink items, ensuring all team members provide the same level of quality and amount of product.
- Creates a rapport with customers by learning their names and favorite drinks.
- Processes transactions in the POS system, ensures daily balances, and reconciles sales with daily finance processes.
- Educates team members and customers on all of our products.
- Collaborates with leadership to make menu changes, particularly for seasonal changes or to maintain the best quality of local produce.
- Gathers comments, feedback, and other data about food and service quality; prepares reports of this data for upper management.
- Supervises stocking and operation of food and beverage machines.
- Ensures and/or maintains the safety and cleanliness of all food preparation, service, and work areas, tools, and facilities.
- Informs supervisor of any issues or feedback maintenance, repairs, and improvements to Silt Coffee Co equipment or furnishings.
- Trains, schedules, and supervises lower-level food services staff.
- Collaborates with leadership to recruit and hire staff.
- Maintains a clean workstation and atmosphere with frequent sanitization of high traffic areas and surfaces.
- Completes all catering orders and ensures timely and quality delivery of all items.
- Maintains familiarity with any new drink or food items, clearly communicating notable changes to team members, and customers.

- Communicates with team members and leadership to solve problems and improve service.
- Ensures that no one steals product from Silt Coffee Co.

Employment Requirements:

- High energy with excellent interpersonal, leadership, and organizational skills.
- Loves people and believes that food and coffee is a common language that binds us together.
- Creates a fun and friendly environment for workers and customers while serving the best products.
- Creative and effective problem-solving skills.
- Knowledgeable regarding of Federal, State, and Local laws regarding food preparation and handling.
- High School diploma or GED, preferred
- Demonstrated experience in managing a food service program, preferred.
- Ability to accept constructive feedback and to work collaboratively with upper management and other stakeholders to identify and facilitate needed improvements to the food service program.
- Valid Driver's license, dependable transportation and vehicle insurance.
- Meets with leadership and effectively communicates the day-to-day operations.
- Wears Silt Coffee Shop uniform, adhering to the dress code policy at all times.
- Promotes Silt Coffee Shop internally and externally in a positive & professional manner.
- Maintains good working relationships with other team members and contributes to positive work environment.
- Adheres to the Time and Attendance Policy (tardiness, absences, fobs, makes adjustments to work day appropriately).
- Adheres to all workplace standards for cleanliness and sanitation.
- Adhere to all policies and procedures.
- Utilizes practices to ensure workplace safety while working in the following environments: home, office and vehicle.
- Maintains Serv-Safe or other related certifications for food.
- Utilizes Silt Coffee Shop resources and equipment appropriately and efficiently.

If you are interested, please send your resume to recruiting@pcmsinc.org

Potomac Case Management supports a diverse workforce and is an Equal Opportunity Employer that does not discriminate against individuals. We provide equal employment opportunities without regard to race, ethnicity, color, religion, sex, national origin, age, disability, marital/familial status, veteran status, sexual orientation, gender identity, gender expression, genetic information, or any other protected characteristic applicable under law.