



JOB DESCRIPTION

Position Title	Department	Reports to
Coffee House Manager		Regional Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	

Love great coffee? So do we! Since 1991, Crimson Cup has been sourcing and roasting awesome coffee. We are honored to have received 4 national awards in the past 5 years that celebrate our delicious and sustainably sourced coffees, including National Roaster of the Year in 2019; Small Chain/Franchise Champion at Golden Bean North America, the world's largest coffee roasting competition with 1,300 entries; and a 2020 Good Food Award as one of the best tasting most responsibly sourced coffees in the United States.

We are also proud of how our continuing growth as a company has impacted communities in Columbus, OH and coffee-growing origins around the globe. We believe even small companies can have a big impact locally, and through our unique Friend2Farmer™ program, our Cuppers become directly involved in life-enriching projects that help promote the education, health, sustainability and economic growth of selected small-plot farmers and their communities globally too.

POSITION SUMMARY

The Coffee House Manager will lead their store to improve productivity and efficiency while meeting company performance objectives. This individual will oversee all operations in the store, including scheduling, employee management, customer service, ordering, cleaning, beverage and food quality, and vendor relationship functions and will work closely with Finance, Marketing, and other departments.

Primary responsibilities are energizing store cuppers to meet and exceed operational metrics, maintaining the store's operating condition, and improving customer and vendor relations so that Crimson Cup's strategic objectives are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Lead the specific location in all aspects of a retail business - from ensuring daily operations are executed as well as making sure that the customer receives their orders correctly and efficiently.
- Maintain the store's staffing levels so that the customer's needs are taken care of while ensuring that the labor metrics for the store are achieved.
- Deliver delicious drinks to each and every customer through quality control and training.
- Continually improve operating processes, procedures, and performance
- Oversee employee productivity.
- Hire, lead, develop and manage energized, achievement-oriented team members that align with our company culture and core values.
- Ensure the location remains compliant with the local health department and other regulatory agencies.
- Exceed customer expectations.
- Work with Regional Manager and Finance to maintain inventory, keep store financial results in line and manage cost of goods sold.
- Work with service contractors as needed to keep the facility in good condition.
- Develop and maintain vendor relationships and evaluate based on performance.
- Work with Retail Regional Manager and Marketing to ensure retail marketing plans are fully implemented, communicated, and maintained.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Minimum of 3 years successful supervisory experience, preferably in food service organizations, with a record of consistently meeting and exceeding goals and objectives
- Strong leadership skills with the capacity to successfully interact with employees at all levels of the organization and for all customers.
- Exceptional interpersonal, communication, and follow through skills.
- Ability to handle and prioritize multiple tasks in a fast-paced environment.
- Self-motivated and strong problem-solving skills.
- Ability to execute basic maintenance functions on coffee house machinery.
- Intermediate software proficiency in Microsoft Excel, Outlook, and other similar programs
- Specialty Coffee & Tea enthusiast preferred.
- This position requires open availability.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

Physical Activity

- Occasionally – balancing, crawling, repetitive motion, kneeling, crouching, reaching, pushing, pulling, lifting, climbing, stooping,
- Constantly – standing, walking, fingering, grasping, feeling, talking, hearing

Physical Requirements

- Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Visual Acuity

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.

Environmental Conditions

- The worker is not substantially exposed to adverse environmental conditions.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.