

<b>JOB TITLE:</b>	CAFE MANAGER
<b>MINISTRY AREA:</b>	Operations
<b>EMPLOYEE NAME:</b>	Open
<b>REVISED DATE:</b>	6/04/2024
<b>CLASSIFICATION:</b>	Full-Time Exempt
<b>ACCOUNTABLE TO:</b>	Operations Lead

### OUR MISSION

The mission of Pine Hills Church (PHC) can be expressed in three words: bring, build, and send. We aim to bring people to Jesus, build people to live like Jesus, and send people out to multiply like Jesus. Our mission is the lens through which we view our ministries.

### VISION & PURPOSE OF ROLE

The purpose of the Café Manager is to manage and operate the café, café team, and playground in a manner that aligns with the church's mission and values while also ensuring exceptional service and high-quality products. This role provides exceptional hospitality, promoting fellowship among church members and the wider community. By ensuring the café is a warm and inviting space, the manager helps facilitate meaningful connections, spiritual nourishment, and community engagement.

### EXPECTATIONS

- A consistent and intimate relationship with God the Father, Jesus the Son, and the Holy Spirit.
- Align with PHC's Bylaws, Statement of Faith, and Employee Handbook.
- Align with PHC's values, mission, and vision.
- Become a member of Pine Hills Church.
- Implement and execute PHC's mission and vision within your area of ministry and work collaboratively with other PHC Staff and ministries to achieve that.
- Maintain/cultivate healthy relationships with your family and people within your community.
- Actively participate in meetings.
- Personally live out the mission of bring, build, send.
- Serve and support as needed in other ministry areas and activities.
- Continue learning, growing, and adapting to ministry needs and expectations.
- Healthy work-life balance.

### QUALIFICATIONS

- Positive qualities: self-driven, teachable, team player, detail-oriented, relational
- Able to maintain strict confidentiality.
- Able to lead and shepherd others effectively
- Attention to results through tracking and accountability
- Manage the team's weekly goals and metrics
- 2-3 years of experience in managing a care, restaurant, or similar food service operation.
- Degree or certification in hospitality management, business administration, or a related field is preferred.
- Experience in hiring, training, and performance management.
- Strong customer service skills with a focus on creating a welcoming environment.
- Excellent interpersonal and communication skills.
- Proven track record of managing inventory, control costs, budgeting, and financial planning.
- Knowledge of health and food safety regulations and best practices.
- Strong leadership and interpersonal skills.



- Excellent organizational and multitasking abilities.
- Familiarity with point-of-sale systems and scheduling software.
- Ability to work flexible hours, including weekends and holidays.
- Passion for customer service and community engagement.

## RESPONSIBILITIES

- Manage day-to-day operations of café.
- Create a welcoming atmosphere where everyone feels valued and included.
- Ensure the playground is safe and well-maintained and oversee the usage.
- Develop and implement programs that bring together different age groups and foster a sense of community.
- Regularly engage with customers regularly, addressing concerns and feedback promptly and professionally.
- Encourage and promote interactions among church members and visitors, fostering a sense of community.
- Align the café's operations and initiatives with the broader mission and values of the church.
- Collaborate with church leadership to support ministry and outreach activities.
- Ensure the café operates smoothly, efficiently, and sustainably, maintaining high standards of service and quality.
- Manage resources responsibly, ensuring the café contributes positively to the church's financial health.
- Recruit, onboard, and support staff and volunteers, creating opportunities for service and personal growth within the café ministry.
- Train employees and volunteers in drink preparation and proper use and clean-up of equipment.
- Foster a team spirit among staff and volunteers, emphasizing collaboration and mutual support.
- Ensure the café complies with all health and safety regulations, conducting regular safety training and inspections.
- Determine peak hours and busy periods to ensure adequate coverage.
- Schedule and manage volunteers for Sundays, ensuring they are well-trained and aware of their roles.
- Stay abreast of industry and market trends and work closely and timely with suppliers to obtain quality and cost-effective products.
- Add new menu items based on seasonality and customers' preferences.
- Coordinate with vendors and order supplies as needed.
- Maintain updated records of daily, weekly, and monthly revenues and expenses.
- Create and maintain annual budget.
- Other duties as assigned.

## PHYSICAL REQUIREMENTS

- **Lifting and Carrying:** Capable of lifting and carrying objects or equipment weighing up to 50 pounds as needed for tasks such as moving furniture, setting up equipment, or handling supplies.
- **Standing and Walking:** Ability to stand or walk for extended periods, especially during events, services, or when overseeing activities within the church grounds.
- **Manual Dexterity:** Proficient use of hands and arms to perform tasks such as operating office equipment, handling tools, setting up equipment, typing or arranging materials.
- **Vision and Hearing:** Adequate vision and hearing abilities to communicate effectively, observe surroundings, and ensure safety and security within the church environment.
- **Communication:** Clear verbal communication skills to interact with congregation members, volunteers, staff, and visitors.
- **Reaching and Bending:** Capability to reach overhead, bend, stoop, kneel, or crouch as necessary for various tasks, maintenance, or event setups.
- **Driving (if applicable):** Valid driver's license and ability to operate church vehicles, requiring driving proficiency and adherence to safety guidelines.
- **Accessibility:** Willingness to accommodate individuals with disabilities and ensure accessibility throughout the church premises, events, and activities.

**Accommodations:** Pine Hills Church is committed to providing reasonable accommodations to qualified individuals with disabilities and ensuring equal access to employment opportunities. If you require an accommodation to perform the essential functions of this position, please inform us of your needs during the application process or contact Lindsey Wertz to discuss possible accommodations.

**JOB DESCRIPTION ACKNOWLEDGEMENT**

I have reviewed this job description, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of PHC without it being specifically included in the job description. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Executive staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name (please print)