



Job title: Café Shift Supervisor
Department: Operations
Grade:

FLSA status: Non-Exempt
Reports to: Assistant Director of Operations

The mission of Sandy Cove Ministries is to help people connect with God and each other in order to be transformed into the image of Christ, through His Word, His creation, and community.

Position Summary: Assist in supervising Uncle Wilfs Café by ensuring staff and food quality as well as ensuring cleanliness while providing guests with excellent service.

General Purpose: To help ensure that Sandy Cove Ministries' Uncle Wilfs Cafe is a place where guests can enjoy a specialty drink or snack in a welcoming and clean environment so that their overall experience at Sandy Cove helps them to better connect with God and each other.

Role Qualifications:

- A personal relationship with Jesus Christ
- Must know the mission at Sandy Cove Ministries
- Dependable with a positive attitude
- 1-2+ years of experience as a barista and in food service
- Barista knowledge, taking orders, accepting payment, and handling food orders

Position Responsibilities:

- Assist in supervising employees by delegating and assigning responsibilities and tasks for a smooth-running cafe
- Take part in training cafe staff, policies, procedures, recipes, to name a few
- Assist staff in handling monetary transactions, and deposits
- Anticipate and maintain adequate supplies by taking inventory, communicating any recommended needs to Assistant Director of Operations that will be necessary to meet guests needs
- Utilize the espresso machine as a barista to make and create specialty drinks
- Clean the espresso machine
- Prepare food and ice cream for guests
- Work with Assistant Director of Operations to help maintain adequate shift coverage by being flexible with scheduling

- Create cafe schedule
- Perform and delegate necessary cleaning tasks to contribute to a sanitary work environment and positive experience for guests
- Quickly respond to guest needs
- Ensure all health & safety regulations as mandated by law and Sandy Cove policy are in compliance
- Perform any other reasonable request of the Assistant Director of Operations

Essential skills and experience

- Experience with prior supervision of employees
- Ability to multi-task
- Basic mathematical aptitude (addition, subtraction, multiplication, division)
- Ability to make quick decisions
- Ability to maintain composure while performing at heightened, busy times

Nonessential skills and experience:

- ServeSafe Certification

Reporting to this position: Café Team Members

Physical demands of work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands, climb stairs, balance, stoop, kneel, see, talk, and hear. The employee must occasionally lift and/or move up to 40 pounds.
- *Work environment:* While performing the duties of this job, the noise level in the work environment is usually moderate.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model for all other Sandy Cove Ministries employees.

I have read and understand this explanation and job description.

Employee Signature: _____ Date: _____

Created: 11/2024 Revised: