

# Cafe and Hospitality Manager (Part Time)

## Who we are

The Crossing, A Christian Church exists for people to discover Jesus and the Journey. The Activation and Engagement team is passionate about meeting people right where they are and to help them take their next best step. From the moment a person steps onto our property and experiences a weekend service, to becoming a fully engaged “Activator,” our team works to provide opportunities for people to engage with Christ, the community, and each other.

## Where you fit in

The Reach Cafe Manager will direct and manage the operations of the Reach Cafe at the Windmill and Midtown campuses. In addition, they will help to facilitate greater community at The Crossing and promote the Reach initiatives and partners. This position is perfect for an outgoing individual, whom God has gifted with exemplary team building skills, effective people management ability, organizational skills, outstanding communication abilities, and who is adaptable and flexible to meet unknown needs in a cafe environment.

## What you'll be doing

### Team Building

- Recruit, schedule, train and coach friendly & outgoing, cashiers, expeditors and coffee hosts
- Provide clear structure and direction for the function of the cafe as a whole, as well as individual roles, to include; utilizing opening and closing checklists, job descriptions, training, etc.
- Provide regular training and a clear path for growth, to include; “Shift Lead” positions
- Recruit, schedule, train and coach volunteers to serve during the week when needed for hospitality events
- Provide spiritual growth opportunities for volunteers and continually encourage them in their walk with Jesus
- Create a mentoring and coaching environment that welcomes feedback and champions collaboration and personal growth

### Reach Cafe and Campus Kitchens

- Ensure cleanliness and organization of the serving environment, towels, and other supplies
- Use and revise opening/closing checklists when needed
- Communicate checklist and any operational changes to volunteer teams
- Clean seating area and keep all condiment stations well stocked, clean and presentable – before, during, and after rush of Weekend Services
- Provide outstanding customer service (smiling, positive attitude, helpful and considerate)
- Manage inventory control to include; tracking for tax purposes
- Manage cafe budget by identifying weekly needs of product and placing in orders.
- Product Receiving and Stocking (includes putting away large deliveries at least once a week)
- Manage cash, program cash registers (utilizing CafeManager) and balance tills weekly using official Cafe Cash Process
- Manage and maintain the cleanliness, organization and overall functionality of the Venue kitchen to support ministry needs

### Coffee Service

- Utilize database software (Rock) for scheduling, tracking, and reporting services requested

- Be flexible and available on Sundays and during pre-determined times agreed upon with your supervisor
- Create and use a reminder system for odd coffee systems
- Promptly retrieve and reset all resources immediately after each coffee service
- Coordinate with Ministry Leaders and Staff to ensure accurate ordering
- Support and ensure delivery of welcome cart coffee services at multiple locations on campus during Weekend Services

#### General

- Promote awareness of the Reach Café's relationship with Reach Missions (profits generated are donated, etc.)
- Perform general office duties such as copying, filing, mailing, etc.
- Answer / return phone calls and emails as requested
- Purchase items for ministry as needed
- Organize workflow and synchronize between Google Docs and Rock
- Respond to all general ministry questions, both internally and externally, via phone and email
- Run errands as needed
- Other related duties as needed

#### What you'll bring to the team

- Minimum Education: High School Diploma
- Minimum Experience: One year leading and supervising in a professional hospitality cafe/restaurant environment
- Demonstrates strong technology experience (Gmail, Google Docs, Word, Excel, Rock, etc.)
- Preferred Experience: Three years leading and supervising in a professional hospitality cafe/restaurant environment
- Must pass a pre-employment background check
- Proof of legal authorization to work in the United States

#### What's expected of you

- The heart of a servant
- Exhibit spiritual maturity
- Possess strong verbal and written communication skills
- Pursue Christ-likeness daily
- Attend needed cross-functional meetings and department meetings
- Attend monthly All-Staff meetings and occasional staff events
- Participate in staff Prayer Days
- Attend any required conferences or seminars
- 20 hour work week

#### Staff Values

- We're in this Together
  - Respect and respond to each other's Thinking Wavelength
  - Invest in relationships
  - Pursue cross departmental conversations and collaborations
  - Seek the greater win (The Crossing) over the personal win (my ministry)
- Live in the Tension

- Between the need for change and the desire for consistency
  - Between being engaging in the present and planning for the future
  - Between creativity and structure
- Be Hungry to Heal, Learn and Grow
  - Practice self-awareness
  - Set healthy boundaries
  - Be solution focused
  - Passionately pursue my relationship with God