

# Café Manager, the Café @ St. Stephen's

## OVERVIEW

This is a newly-created position that involves starting a café from the ground up. This role entails ordering product, some food production (initially coffee drinks and fruit smoothies), ensuring consistent high quality product, managing staff, and maintaining responsibility for financials (budget, inventory, sales, food costs, labor, margin, etc.). The Café Manager will be responsible for maintaining a high level of customer satisfaction and ensuring a positive experience for all who visit the Café. The position requires flexible work hours, including evenings and weekends. The position will start as soon as a qualified applicant is hired. Training with our partners at Ellwood Thompson's is planned.

## WORK EXPERIENCE

- 1-2 years of food management
- 1-2 years of experience leading and managing employees
- 1-2 Coffee shop experience (e.g. Starbucks, Caribou, or non-chain coffee shop.)

## ESSENTIAL DUTIES & RESPONSIBILITIES

- Managing day-to-day Café operations
- Establishing a welcoming, friendly, and hospitable environment
- Promoting the café as part of St. Stephen's "village green" ministry
- Hiring, training and development of Café staff (with approval of supervisor and/or rector)
- Coaching and mentoring Café staff; conducting annual performance reviews
- Creating weekly work schedules for Café staff within target labor costs
- Coordinating and overseeing church volunteers as part of the labor force
- Selecting and managing vendors
- Ordering product
- Developing breakfast, lunch, and snack menu for "grab and go" quick-service quality food items, smoothie and other drink offerings
- Ensuring that product is healthy.
- Being responsible for Café financials: budget, inventory and P&L
- Working with a team of St. Stephen's staff and volunteers, including representatives from Farmers Market, May Fair House, administrators and clergy.

## KNOWLEDGE & SKILLS

- Superlative skills for relating to people of all types, including vendors, customers and Café and church staff
- Excellent leadership skills
- Ability to prioritize tasks with minimal need for oversight
- Knowledge of coffee preparation
- Enthusiasm, conscientiousness and dedication to attending to detail
- Excellent communication skills
- Ability to provide customer service that reflects the well on the ministry of the church
- Financial acumen
- Ability to lift, push, and pull items such as product cases, ice buckets, etc.

## HOURS, COMPENSATION, & BENEFITS

This is a salaried position classified as “exempt” for FLSA purposes. The Café will be open for business 7 days per week, 7:30 a.m. to 6:30 p.m. on weekdays, 7:30 a.m. to 1:00 p.m. Saturday and Sunday. Hours could be extended if warranted. The Manager will be on site for approximately 50 hours per week and will ensure adequate coverage when he or she is absent. Salary will be commensurate with experience and will include health insurance, vacation, sick leave, and contribution to pension.

- St. Stephen’s Church pays 100% of BCBS EPO 90 (or comparable) for individual/family coverage; employee pays 100% difference in premium for plans over the EPO90 premium rate.
- St. Stephen’s Church pays 100% of dental for employee; employee pays 100% of additional family coverage.
- St. Stephen’s Church lay employees participate in the Church Pension Fund’s Defined Contribution Plan. St. Stephen’s matches up to a 4% employee contribution. Employees are eligible to participate one year and one month from employment date. St. Stephen’s Church makes a 5% annual contribution to the employee’s lay pension plan.
- Mileage will be reimbursed at the IRS rate upon submission of reimbursement request.
- Vacation days: 20 per calendar year; pro rata based on hire date; vacation days cannot be carried over to future years.
- Sick/Personal days: 10 per year, pro rata based on hire date; sick/personal days cannot be carried over to future years.

## TO APPLY

- Submit resume, cover letter and references to

Café Manager Search Committee  
St. Stephen’s Episcopal Church  
6000 Grove Avenue  
Richmond, VA 23226

or

[news@ststephensrva.org](mailto:news@ststephensrva.org)

- Please, no phone calls.