Freedom Blend Coffee General Manager -- Job Description

Reports to: Sr. Manager of Business Operations

The Freedom Blend Coffee General Manager works with the Director of Programming and the Sr. Manager of Business Operations to empower program participants to acquire gainful employment through Christ-centered employment training, while managing a breakfast, lunch and coffee shop. The General Manager oversees the operations of the coffee shop, managing to the goals and strategies developed in cooperation with the Freedom for Youth Ministry leadership team. This individual hires supporting staff to manage kitchen and barista staff who share the mission of Freedom Blend Coffee and are called to train young adults in soft skills related to all employment as well as kitchen, barista and hospitality skills. The General Manager is also accountable for hiring/selecting students to participate in and complete the work training program.

**Requirements:**
- Have a growing, personal relationship with Jesus Christ
- Called to reach young people and the community with the Gospel of Jesus Christ
- Exceptional communication skills, including ability to train and encourage staff and program participants
- Proficient in administrative duties such as scheduling, developing informational material, performance evaluations, budgeting, etc.
- Able to develop a good understanding of all facets of the ministry and work effectively with other team members to create repeatable and effective processes
- Entrepreneurial drive to solve problems and overcome obstacles
- Ability to speak publicly and represent Freedom Blend Coffee at community events
- Knowledge and experience in a high-volume coffee shop or food industry environment
- Serve Safe Manager Certified, or able to obtain certification soon
- Must agree to and sign the Freedom for Youth Statement of Faith

**Duties and Responsibilities:**
- Responsible for all aspects of Freedom Blend Coffee business operations
- Work closely with Freedom for Youth Ministries Program staff to effectively run concurrent 12-month youth employment training programs
- Co-develop (with Community Engagement & Marketing department) vision and direction on product, price, promotion as part of the coffee shop marketing plan, and execute on the strategic plan put in place
- Work with Sr. Manager of Business Operations to develop revenue and expense plans that accomplish break-even or profitable financial outcomes
- Oversee and manage for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses in alignment with plans
- Produce and share daily, weekly, quarterly and/or annual financial reporting related to coffee shop operations
- Ensure proper team member coverage, scheduling according to the needs of business as well as time for work training, Bible studies and mentoring
- Work with Community Engagement & Marketing on media management functions
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits, and safe procedures
- Maintains a clean well-stocked store
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and any team member or customer incidents. Documents accidents, conducts initial investigation and determination of root cause in the interest of maintaining a safe work environment
- Provides ongoing training and development to all team members in the areas of operating standards, customer service, hospitality, product knowledge, and brand management
- Foster a work environment where the organization’s mission is understood, and team members input is encouraged and valued
- Other job duties as needed, including occasional weekend hours