



**Position Title:** Assistant Manager, Ridgetop Coffee & Tea, a ministry of Riverside Church

**Reports To:** Ridgetop Coffee & Tea General Manager

**Employment status:** Full-time, Management Team

**Location:** Sterling, VA.

### **Position Overview:**

The **Ridgetop Coffee & Tea Assistant Manager** is responsible for overseeing day-to-day operations of the coffee shop and ensuring a seamless and positive experience for customers and staff. They are responsible for creating a kind, quality, consistent, quick, and clean environment that contributes to the Riverside Church community ministry. This is a full-time position that reports to the Ridgetop Coffee & Tea General Manager. Along with the Ridgetop Coffee & Tea General Manager and the existing management team, the Assistant Manager responsibilities include:

- **Management Team:** Participate in management team meetings, meet weekly with the General Manager, assist in development of shop procedures, act as liaison to vendors, community members and guests. Responsible for operations for all aspects of the shop as manager on duty, while the General Manager is away.
- **Shop Oversight:** Perform and manage the day-to-day operations of the shop. Oversee all cash and POS procedures. Show proficiency in all daily position responsibilities to include: hospitality, café associate, barista, shift supervisor and manager on duty. Perform and manage other tasks including cash handling processes, check lists, invoicing, receiving, facility and equipment upkeep, opening and closing procedures and catering orders. Familiarity with and/or develop proficiency with Homebase and Toast software.
- **Staff Management:** Along with the General Manager, oversee hiring, on-boarding, training, managing and scheduling staff to ensure efficient, clean, and safe operations. Ensure proper staff coverage, based on sales, for varying times of day, days of week, and events. Foster a collaborative and motivated team environment. Share the vision and mission of Riverside Church with team members and empower them daily as they serve at Ridgetop Coffee and Tea.
- **Customer Service:** Implement and uphold high standards of customer service and hospitality. Create a compassionate, customer-focused atmosphere and train staff in customer service. Understand, manage and teach others about the rewards program. Develop and maintain positive relationships with customers, proactively addressing concerns or feedback promptly.
- **Food and Beverage:** Ensure quality and consistency across food and drink offerings, preparation and delivery to customers. Familiarity with recipes and proper preparation. Teach and train staff in proper food and drink preparation. Alongside barista trainers, create accountability and on-going opportunities for staff.

- **Inventory Control:** Work with the inventory director and shoppers to monitor and manage the inventory process and staff to ensure stock levels are at an optimal availability. Manage supplier and vendor relationships.
- **Marketing:** Work with the social media coordinator to execute marketing initiatives to promote the coffee shop, attract new customers and maintain high customer satisfaction. Promote products, events and services. Ensure in-store screens are updated and accurate. Develop signage to clearly communicate products, specials, and holiday hours.
- **Health and Safety Compliance:** Ensure compliance with health and safety regulations and maintain a clean and safe working environment for staff and customers. Work with staff on on-going training and enforcement of health and safety regulations and shop expectations.

### **Requirements and Skills:**

- A growing and active Christian faith with a heart for ministry and marketplace
- At least 2 years of hospitality leadership experience
- Ability to motivate, delegate and make decisions under pressure
- Ability to inspire and lead a diverse team in a dynamic, faith-centered environment
- Have or ability to obtain a SERV Safe Certification
- Flexible schedule and willingness to work weekends, holidays, and on-call hours
- Able to lead through example
- Strong organizational and financial management skills
- Excellent interpersonal and communications skills
- Ability to multitask, solve problems and stay focused on highest priorities in a constantly changing environment
- High School Diploma or GED
- Ability to pass security background checks and drug test
- Legally authorized to work in the United States
- Live within a commutable distance to Sterling, VA
- Ability to lift 20 pounds and stand for extended periods, serving at a register or at the bar

### **Preferred Qualities**

- Bachelor's degree in hospitality or related coursework
- Café or barista management experience
- Experience working in a Christian-affiliated, non-profit missional focused enterprise
- Experience in budgeting and P&L management
- Bilingual or multilingual skills are a plus

### **Compensation and Benefits**

- \$22.00 - \$26.00 an hour, based on experience and availability
- PTO accrued after 90 days of full-time employment
- Amazing coffee, as well as meal discounts
- Supportive and encouraging work environment

## **Mission Statement – Riverside Church, Sterling VA.**

Riverside is a movement of the Holy Spirit called by God to make disciples by:

- CONNECTING people to God and each other through Jesus Christ.
- EMPOWERING people to use their gifts to honor God.
- IMPACTING our community and the world through Christ's love.

Learn more about Riverside Church at [www.RiversideChurch.com](http://www.RiversideChurch.com)

