



COMMON GROUNDS

Common Grounds Coffee House Operations Manager Job Description

The Operations Manager position is for the student who has interest in managing Common Grounds Coffeehouse, a place that is integral and unique to campus. The Operations Manager oversees the staff, facility and services of Common Grounds. This is a leadership position, ideal for someone with interest in small business management. The Operations Manager should be highly organized, detail-oriented, possess excellent people and communication skills, have a solid understanding of customer service, and possess the ability to be flexible. We are looking for a highly motivated and responsible self starter. Prior experience in foods service is a plus. This is a non-workstudy position that reports to the Common Grounds Staff Supervisor

Specific Duties:

1. Work with the management team to establish the priorities of Common Grounds
2. Hire, train, supervise and evaluate Barista staff
3. Oversee the daily operations of Common Grounds including cleaning, equipment maintenance, troubleshooting (including cleaning the espresso machines, dishwasher, coffee makers), laundry
4. Update shift log and other necessary Barista Manual items when needed
5. Set and manage weekly, weekend and special event scheduling using SLING
6. Keep track of shift changes and make updates on SLING
7. Set work and facility policies and expectations, including working protocols, scheduling, etc
8. Run a weekly meeting with the management team and convene all staff meetings at the beginning and middle of each semester
9. Serve as a communication hub for the management team to ensure proper staffing and smooth operations for daily activities and special events
10. Send weekly e-mails to all Common Grounds staff, updating them on events, improvements, and extra shifts that need filled
11. Coordinate barista teams and establish weekly team meeting times with other manager schedules
12. Look at the overall direction of Common Grounds and plan for continued improvements in operations and services

General Duties

1. Work roughly 10-12 hours a week during the school year. Additional work before the beginning of each semester and over breaks may be necessary
2. Convene a weekly team meeting with assigned barista group
3. Attend weekly meetings with other Common Grounds Managers
4. Attend a weekly 1 on 1 with the Staff Supervisor
5. Be ready to step in as a substitute barista if needed
6. Follow, update and maintain a job manual specific to the position

Preferred

- Previous work experience at Common Grounds as a barista
- Prior experience in food service is a plus
- Adept at using Excel, Microsoft Word, Google Docs