



Operations Manager Job Description

The Operations Manager 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 experience and interest in small business management. The Operations Manager should possess excellent people skills, a good understanding of customer service, and the ability to be flexible. We are looking for a highly motivated and responsible person. Prior experience in food service or restaurant work is a plus.

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, and troubleshooting
4. Set work and facility policies and expectations, including operational hours, equipment needs, working protocols, scheduling, etc
5. Send and track invoices to groups and departments
6. Maintain a working understanding of the general budget
7. Run weekly meeting with the management team
8. Look at the overall direction of Common Grounds and plan for continued improvements in operations and services
9. Represent Common Grounds to SGA and other campus departments and organizations
10. Work 8-10 hours a week during the school year. Some additional work before the beginning of each semester and over breaks may be necessary.
11. Starting pay for this position is \$8.00/hr.
12. Position reports to Common Grounds Coordinator