

POSITION DESCRIPTION

Company: Artistas Cafe

Position Title: Café Curator (Supervisor)

POSITION DESCRIPTION:

The Café Curator is responsible for the smooth, effective operation of an Artistas Café. This includes the hiring, training and development of front line team members (diagnosed with Autism Spectrum Disorder.) The overall accountability for this role includes creating and delivering an exceptional experience for both the customer and each team member (Artistas) on a consistent and ongoing basis. In addition, the Café Curator is accountable for the financial performance of the cafe, the effective scheduling of staff, and ordering of product to meet the customer demand, and the personal development of all team members.

In addition, Café Curator is accountable for meeting/exceeding sales goals, the standards cleanliness and organization of each café, and all quality and safety standards. This role requires two years minimum of management experience of a consumer service business, preferably in the food and beverage industry,

DUTIES AND RESPONSIBILITIES

The role of the Café Curator is to develop and lead their team to successfully operate in accordance to the company's guiding principles, and to meet/exceed café operations standards, cleanliness and organization, Artistas development, exceptional café customer service, and financial performance. In addition, the leadership style of the Café Curator must be one that positively reinforces good performance and provides a rich rewarding experience for Team Members. In summary the Café Curator will be more successful if they enjoy working in and developing a culture that revolves around positive reinforcement, being proactive and recognizing the importance of modeling the behaviors and actions they want their team to aspire to.

The following duties and responsibilities provide some insight to the daily and weekly activities of the Café Curator, but are not intended to be inclusive.

1. Effectively manage and mentor all café team members using positive reinforcement, role playing and company supplied visual tools. Incorporate a 'Pay it Forward' and 'Tell, Show, Do' coaching methods.
2. Effectively execute company strategies, programs and promotions while always reinforcing the company's culture, core values and mission.
3. Monitor the accuracy and completion of all bookkeeping duties including work schedules, daily cash reconciliation, inventory levels, payroll control, and bank deposits.
4. Ensures Artistas know, can describe and can prepare beverages on the menu in an effective manner, while demonstrating efficiency and minimal waste of product. Also, ensures Artistas are knowledgeable and can speak to the company's mission, and how donations are used.
5. Ensures Artistas adhere to operational compliance requirements (beverage recipes, café cleanliness & organization, food safety, dress code.)
6. Sets and communicates sales goals, monitor progress, and recognize good performance. Reviews on an ongoing basis the cafe environment and identify opportunities for improvement.
7. Effectively communicates and delegates key responsibilities and practices to the Artistas team to ensure consistency and smooth flow of operation of the café. Focuses on *Exceptional* delivery of the customer experience, and solicits customer feedback to address opportunities.
8. Focuses diligently on Artistas development so they can achieve the confidence and skill level to work unsupervised for long periods of time.
9. Builds a strong productive relationship with the leadership and employees in businesses where we are located to maximize internal business opportunities.

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COMPETENCIES REQUIRED:

- Integrity
- Leadership (*Servant Leadership*)
- Results Oriented
- Customer Focus
- Planning & Organizing
- Relationship Building
- Problem Solving
- Dealing with Ambiguity
- Coaching and Mentoring
- Effective Communication Skills

SKILLS PREFERRED:

- Minimum of 2 years management experience
- Ability to manage several priorities at once
- Patient and persistent
- Multi-Tasking
- Self-Initiative
- Self Managing

EDUCATION

College Degree preferred but will acknowledge management experience

OTHER REQUIREMENTS

- Automobile
- Laptop
- Cell Phone