

Excelsior Springs Community Center Job Description

Wellness Cafe Manager

Status: Part-time

Supervisor: Operations Manager

Summary: The Wellness Cafe Manager acts in a supervisory capacity overseeing the operations of the Wellness Cafe and managing employees.

Minimum Qualifications

- Must be at least 18 years of age.
- Must have excellent communication skills including phone skills.
- Prior customer service experience required.
- Prior supervisory experience is preferred but not required.
- Strong computer skills with the ability to adapt to new software is required.
- Able to make independent and sound decisions in a fast paced environment.
- Highly organized, detail, and goal-oriented.
- Able to work with diverse groups of people in a friendly and consistent manner.
- Able to reflect a positive attitude and provide excellent customer service.
- Basic math skills in handling fees.
- Hours for this position will vary to include weekdays, weeknights, weekends and holidays. Flexibility is a must.

General Responsibilities

- Knowledgeable of ESCC Policies and Procedures
- Work with Operations Manager to hire, train and guide store employees in delivering excellent customer service.
- Assign rules and responsibilities to employees for operational effectiveness.
- Ensure that the cafe is maintained according to sanitation and cleaning standards.
- Monitor and manage cafe staff by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve operational performance.
- Communicate clearly with all employees to ensure effective store operations.
- Maintain a cafe environment that is clean, safe and inviting for customers.
- Greet members, participants, staff and general public in a friendly and courteous manner.
- Other duties as assigned by the supervisor.

Grade: B

October 2020