



Gilbert Campus

456 East Ray Road Gilbert, AZ 85296
480-632-8920 Office | 480-857-6453 Fax
info@sunvalleycc.com | sunvalleycc.com

Job Title: Manager – SV Gilbert Coffee Shop
Direct Report: Guest Service Director
Position Status: Part-time (20 Hours per Week)

Summary of Position:

The Manager of the SV Coffee Shop is responsible for creating a positive environment that balances high quality beverages with exceptional, friendly guest service. The Manager is also responsible for leading SV Coffee Shop volunteers in the mission and values of Sun Valley.

Job Responsibilities:

In addition to the following, the Coffee Shop Manager is expected to be a fully engaged participant of the SVCC Staff; included but not limited to staff training, meetings, evaluations, and advancing the goals of Sun Valley.

Guest Service:

- Greets and talks with guests, gathering feedback on menu items and quality of service.
- Ensures all volunteers follow the Standard Operating Procedures with a focus on the guest experience and product quality.
- Responds proactively to customer feedback, working to enhance SV Coffee Shop quality and positively resolve any negative guest experience.
- Ensure a high-quality experience for guests and volunteers by exemplifying outstanding customer service

Product:

- Ensures that all beverage and food procedures are followed to maintain a consistent and quality product.
- Ensures that all SV Coffee Shop(s) volunteers and employees are appropriately educated and trained on product and guest service procedures.
- Manages product inventory to ensure freshness.

Environment:

- Manages a clean, organized, attractive, welcoming and well-stocked environment.
- Promotes and practices safe work habits, identifying and resolving potential safety hazards, operational inconsistencies and volunteer/employee incidents and encourages safe work practices
- Able to perform all POS duties and front and back of house functions, including opening and closing procedures.
- Retains a high quality team by recruiting and training friendly, service-oriented people.
- Ensures proper shift coverage by scheduling volunteers according to the ministry needs of Sun Valley.
- Communicates the mission, vision and values of Sun Valley and the SV Coffee Shop to volunteers.

Coffee Shop Operations:

- Monitors weekly business and manages profitable operations by controlling expenses and maintaining appropriate inventory.



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- Controls weekly/monthly purchases and inventory.
- Researches and meets with approved vendors to order products and supplies
- Determines appropriate price points for menu items.
- Manages and reports to the Finance Dept. the budget for operating expenses and payroll.
- Works with the SV Communications Director to advertise and market the SV Coffee Shop.
- Maintains operations by preparing standard operating procedures that deliver an exceptional guest experience and quality product.
- Maintains both professional and technical knowledge by researching emerging trends of the industry, state-of-the-art practices, attending educational workshops, and establishing professional networks with other coffee shops in the east valley

Review:

Participate in annual job performance reviews and evaluations.

*This description is intended to describe the general content and requirements for the performance of this position.
It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.*