

insomnia
coffee company
DAPPER & WISE
R O A S T E R S

Job Title: Cafe Manager
FLSA Status: Salary Exempt
Reports to: General Manager

Mission: Belong - We want to be a company that meets people where they are and creates an environment where they belong.

Vision: Insomnia Coffee Co. and Dapper & Wise Roasters exist to create a sustainable future for Specialty coffee by focusing on quality, building meaningful relationships, learning constantly and fostering joy

Values: Hard Working, Enthusiastic, Accurate, Reliable, Teachable, Sustainable

Guiding Principles: Surprising Kindness, Always Be Curious, Move With Purpose, Greet Every Person, Make Eye Contact, Say Thank You

Job Summary:

The Manager is responsible for the daily operations of the cafe as well as employee care and development. The Manager understands and embodies the company's mission and implements it into every aspect of their job. They set the example for customer service and hospitality while performing their other duties.

Manager Job Duties:

- Embody company mission, vision, values
- Participate in Group Interviews as needed
- Schedule and conduct "Touch Bases"
- Schedule and conduct "90 Day Reviews"
- Schedule and conduct "All Staff Meetings"
- Schedule and conduct "PIC meetings"
- Attend weekly "Manager Meetings"
- Attend quarterly "All Leadership Meetings"
- Conduct Performance Review with each staff member in July/January
- Work with Training & Development Manager for employee training
- Basic knowledge of documenting behavior issues and taking disciplinary actions
- Be available for employee care and personal development
- Scheduling, releasing schedules in a timely manner
- Member of Safety Committee
- Does not exceed 20 hours of admin per week
- Delegate tasks based on cafe needs
 - Bank Runs
 - Coffee/Merch Ordering
 - Food/Supply Ordering
 - Shopping
 - Machine Maintenance
 - Tips/Deposits

Other Duties:

- Prepare beverages and food according to company standards
- Communicates with staff through appropriate Slack Channels
- Follow appropriate policies and procedures for register, cash handling
- Complete task list assignments during shift

- Fulfill open, mid, and closing shift procedures according to cafe standards
- Strive for team work and good communication while interacting with co-workers
- Pursue relationships with customers and co-workers while maintaining a high level of professionalism
- Proficiency in coffee grinder and espresso machine operations
- Proficiency in palate development and dialing in espresso
- Proficiency in milk steaming and latte art
- Ability to speak knowledgeably about Dapper & Wise coffees
- Stay up to date with company classes and events
- Answer customer questions/complaints and direct to appropriate department whether in person or over the phone
- Fulfill coffee catering orders as needed
- Key holder: locking and unlocking the building
- Oversee and track barista breaks and lunches
- Delegate additional tasks during shift based on cafe needs
- Report maintenance issues to Maintenance Technician
- Attend their Monthly "Touch Base" with owners

Physical Requirements:

The physical demands described here are representative of those that must be met by the Café Manager to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions, provided such accommodations do not create an undue hardship for the Company. The employee must occasionally lift and/or move up to 50 lbs., while performing the duties of this job, the employee is required to stand for long periods of time; frequently walk, use hands and fingers, handle or feel, reach with hands and arms, talk and hear; occasionally sit, climb or balance, stoop, kneel, crouch or crawl.