



Elmbrook Church Position Description

Café Lead Specialist

Job Summary:

Key leadership role managing the Mission Café, leading part-time Café Specialists and a large group of volunteers. Responsible for all café operations.

Qualifications & Requirements:

- Demonstrate a vibrant and growing relationship with Jesus Christ.
- Active participant or member of Elmbrook church who supports and endorses the statement of faith, core values and vision.
- Demonstrate the ability to prioritize customer service. Encouraging both baristas and customers to move through the line in a graceful and tactful way.
- Demonstrate a sense of urgency.
- Possess an awareness of surroundings that values all customers equally.
- Have the ability to lead *and* motivate others to perform assigned duties.
- Demonstrate the ability to address issues both proactively *and* reactively.
- Possess strong communication and organizational skills.
- Have the ability to function well in high stress situations.
- Must be able to work weekends and weekdays.
- Possess food safety certification preferred.

General Responsibilities:

- Provide general oversight of the day to day operations and policies of the café including, but not limited to menu management, cash handling, volunteer recruiting and training procedures, staffing, product ordering, customer care and general operations.
- Oversee a team of volunteers and paid staff.
- Lead the team with grace and truth especially as it relates to interpersonal dynamics.
- Organize and plan for the café to be open for special events when more than a couple hundred people are in the building. Work collaboratively with other departments.
- Recruit, train and coach volunteers into various roles that utilizes their gifting.
- Ensure the shifts are staffed to the flow of customer traffic.
- Follow-up on any volunteer issues or needs.
- Be available to work weekends/weekdays where there are management schedule gaps.
- Plan and execute regular management and all team meetings.

Employment Information:

This position is part time, hourly and classified as non-exempt.
20 hours/week (hours include weekends and depend on needs of the café).
Salary – dependent on experience, skills and education.

Benefit Package:

Paid Time Off (PTO) – Part-time employees who are scheduled to work more than 10 hours per week are eligible to earn PTO. PTO is accrued on a calendar year basis. Refer to the Staff Handbook for specific details.

403b – Employees are eligible to participate in the 403b pension plan if employees are scheduled to work 20 or more hours per week. Entry date for the 403b plan is the first of the month following date of hire. On an employee's first anniversary, Elmbrook will match up to 5%.

Holidays – Part-time employees who are scheduled to work more than 10 hours per week are eligible for holiday pay if the holiday falls on their normal scheduled work day. There are 10 holidays recognized by Elmbrook Church as paid holidays. Refer to the Staff Handbook for specific details.

Reports to:

Executive Director of Central Support Services – Mark Heckman