



JOB DESCRIPTION:

Cafe Manager

REPORTS TO: General Manager

FLSA CLASSIFICATION: Full-time, Exempt

DATE REVISED: April 2024

DEPARTMENT: Cafe

SUMMARY

Swamp Rabbit Cafe and Grocery is a mission-driven business passionate about being a force for good for the community. Our mission is to buy, sell, and cook with fresh, local food and to provide a community space where people come together to celebrate meals. We envision a community that supports a just and sustainable food system that allows small local farmers to thrive. As we grow our team, we seek individuals that believe in our mission and are invested in making our vision a reality.

Swamp Rabbit Cafe and Grocery is a showcase for local farmers and food artisans. We buy from over 300 local producers to provide the community with a convenient and fun connection to those producers. We know every farm and every product has a story and we strive to tell the story while maintaining the high quality selection and competitive pricing. The Swamp Cafe is a fun and fast paced environment focused on serving delicious food with fresh seasonal and local ingredients. The Cafe Manager is responsible for the daily operations of the Cafe. The major accountability of the Cafe Manager is to continuously focus on meeting and exceeding guests' expectations with exceptional food, coffee and service as a primary goal while keeping up the employee morale, work ethic and overall cleanliness of the cafe; as well as continuing to help the cafe be profitable through regulating product usage, waste, and employee labor.

ESSENTIAL JOB FUNCTIONS

- Responsible for the overall performance, efficiency, and profitable operations of the Cafe department
- Manages workflow of staff in the preparation, assembly and delivery of all made to order menu items including specialty and Barista beverages, hot sandwiches, soups and salads
- Manages the production of online and in-store orders as well as regular catering and second location needs
- Analyzes sales and shrink data to create appropriate pars and production schedules
- Is responsible for meeting or exceeding COGS, labor, sales and loss goals; regularly reviews scorecard data to make sound financial decisions
- Hires, trains, reviews and manages the performance of Cafe staff; recommends disciplinary action as well as promotions when warranted
- Places various weekly orders to ensure appropriate product levels while minimizing loss
- Writes effective weekly schedules that best reflect business needs; manages labor in the moment to maximize labor hours or cut when needed
- Responsible for continuous improvement of the Cafe department; recommends process, layout and/or system changes to keep up with constant growth
- Builds upon existing measurement tools for tracking ticket time and guest satisfaction in efforts to improve the overall efficiency of the Cafe department
- Maintains constant awareness of ticket times and product quality. Promptly intervenes to correct issues before they affect the customer experience
- Hosts weekly meetings with department management; hosts quarterly training meetings with all department staff
- Actively develops assistant managers and leads in efforts to build a robust, skilled management team
- Holds staff accountable for meeting production and accuracy goals; quickly re-trains and monitors employee performance
- Works with the Kitchen Manager to ensure appropriate product levels and timely communication regarding Cafe specific needs
- Develops and leads effective staff training
- Ensures prompt and accurate delivery of menu items with incredible service to guests
- Leads, manages, and holds accountable all Cafe staff
- Capable of performing every function in the cafe to properly supervise each employee and critical tasks
- Is the point person for any Cafe food or beverage complaints and is able to quickly address concerns with a high level of service to ensure customer resolution and satisfaction
- Operates a variety of specialized food service equipment, i.e. espresso machine, coffee brewer, conveyor oven, deli slicer
- Responsible for overseeing the cleaning and general maintenance (preventative and other) of the facility and equipment
- Maintains extensive knowledge of coffee brewing and espresso techniques
- Complies to and ensures compliance of all related food safety, health & sanitation regulations, workplace safety, and weights and measures according to SCDHEC, other applicable laws and company policies and regulations as necessary.



- Helps with cafe product efficiency and reduction of waste through strictly enforcing a First In First Out policy
- Keeps and enforces a high standard for food quality, consistency, and taste

STANDARD MANAGER JOB FUNCTIONS

- Approaches issues with the goal to propose solutions, rather than highlight problems
- Is data driven and uses reports and historical data to make sound, strategic decisions
- Identifies whether a problem is system-based or person-based, and works constructively to solve problems accordingly
- Coaches and develops the team to improve customer service, product knowledge, and work efficiency
- Leads by example and provides employees with clear expectations and timely feedback
- Oversees training, scheduling, coverage, assigning breaks, hiring, firing, reviewing, and rewarding - completes tasks for direct reports
- Follows budget and manages department profitability - communicates budget to sub-departments and holds team accountable
- Provides detailed insight to the Owners on overall performance of the Cafe
- Takes initiative to ensure healthy conflict resolution among customers and employees as relevant
- Is a hands-on leader who isn't afraid to get sweaty
- Conducts team member performance reviews
- Works closely and collaboratively with all Swamp Departments
- Knows when to delegate tasks to other team members and when to assist in production/workflow to help get the job done efficiently
- Establishes and maintains good business and community relations
- Helps us grow, without losing the magic

JOB REQUIREMENTS

- Must be 21 years of age or older
- 3+ years restaurant experience and/or customer service business required
- Experience managing a budget and staff required
- Must have a good working knowledge of Google Suite (Drive, Sheets, Docs) and Microsoft Excel and be willing to learn and use the Entrepreneurial Operating System
- Must be available during normal business hours and on weekends
- Must have a high school diploma
- Must agree to background check
- Must have a valid driver's license and meet the qualifications of the Swamp driving policy
- **Must wear closed-toe, slip resistant shoes with a Coefficient of Friction rating between 0.54 and 0.76. Coefficient of Friction rating is the measure of traction for slip resistant shoes and generally shoes labeled for commercial kitchen use fall into this category (examples of brands include but are not limited to Tredsafe, SafeTStep, Skechers for Work).**
- Must communicate by Slack, Asana, Paylocity and email
- Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation and displays the Swamp Core Values
- Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation
- Takes initiative to help any area of the business if possible
- Performs other duties as assigned and requested. It is understood that every incidental duty connected with operations detailed in this job description are not always specifically described. Employees may be required to perform duties not within their job description as requested at the discretion of SRCG Management.

ESSENTIAL SKILLS AND EXPERIENCE

- Must possess a passion for local food and an interest in telling the story behind it.
- Must conduct oneself in an honest, professional and respectful manner at all times.
- Must possess a love of people, interact with people well, and possess a desire for excellent customer service.



- Able to take direction, work independently, and as a member of a team, and able to create working relationships.
- Able to interact with employees and customers in stressful situations and/or conflict in a non-threatening and redemptive way.
- Must be highly motivated, hard-working, and possess a positive, enthusiastic attitude.
- Must pay attention to details, be organized, and able to handle multiple priorities simultaneously.
- Must have problem-solving skills, be flexible, creative, and able to adapt to change when required.
- Must possess good interpersonal skills and communicate well verbally and in writing.
- Must have reliable transportation and report for work in a timely manner.

ESSENTIAL SAFETY SKILLS - WORK ENVIRONMENT

SRCG requires that PPE (Personal Protective Equipment) such as safety shoes, gloves, etc. be used or worn by employees whenever workplace hazards are discovered that could damage any part of the body to eliminate and/or reduce the hazards employees face in their daily job duties. **PPE will not be used as a substitute for safe work practices, machine guards, or other controls. PPE is to be used in conjunction with these controls to increase employee protection.**

ADA COMPLIANCE

SRCG is an Equal Opportunity Employer. ADA requires the SRCG to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

ADA GUIDELINES- PHYSICAL DEMANDS

Stand:	Constantly	Reach Out/Above Shoulder:	Frequently	Lift 20 pounds or less:	Frequently
Walk:	Frequently	Ascend/Descend Stairs/Ladders:	Frequently	Lift 20-50 pounds:	Frequently
Sit:	Occasionally	Squat or Kneel:	Occasionally	Lift 51-100 pounds:	N/A
Handling:	Constantly	Bend:	Occasionally	Lift > 100 pounds:	N/A

DEFINITIONS

N/A- Not Applicable	This activity is not applicable to this position
Occasionally	Occupation requires this activity 33% of the time (0 - 2.5+ hours a day)
Frequently	Occupation requires this activity 33% - 66% of the time (2.5 - 5.5+ hours a day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hours a day)

PAY AND BENEFITS

- Pay starts at \$50,000
- Wage increase available if exceeding requirements
- Higher hourly wages on Sundays
- Comprehensive benefit package including health, dental, vision, and long term disability insurance (available to full time employees)
- HSA contributions for eligible health plans
- Paid Time Off (available to full time employees)
- Sabbatical program for all employees
- Other benefits include 20% Swamp discount, free shift meals, Employee Assistance Program and discounted bike share program

SRCG has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and SRC&G reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

The Swamp Rabbit Cafe And Grocery is proud to be an equal opportunity employer. This is not a contract. No information in this document will alter the at-will employment relationship. Position is open until filled.

Interested candidates should complete an [APPLICATION HERE](#).

SWAMP RABBIT

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Cafe & Grocery
Greenville, SC