

Needmore Coffee Roasters — Job Description

Position Title: Shop Manager

Classification: Full-Time, Salary (Exempt)

Schedule: Open availability required (early mornings, weekends, holidays).

Compensation: \$39,520 to \$45,760 annually (depending on experience).

- **Growth & Reviews:** Formal performance and wage review at 90 days, and annually thereafter.
- **Bonus Structure:** Annual performance-based bonus structured around cafe sales growth.

Reports To: Store Owner and/or General Manager

Join the Needmore Family

Since 2014, Needmore has been Bloomington's neighborhood gathering space. We are dedicated to ethically sourced coffee, quality roasting, and genuine hospitality.

As our Shop Manager, you are a vital partner to the owner, a mentor to our baristas, and a welcoming face to our regulars. If you love specialty coffee, take pride in a smooth-running shop, and thrive on supporting others, you will fit right in.

What's In It For You

- **Real Support:** Weekly 1-on-1 coaching and the dedicated hours you need to succeed.
- **Shared Success:** A competitive salary plus an annual bonus tied directly to cafe growth.
- **Great Culture:** A positive, professional workspace where teamwork comes first.

Core Responsibilities & Performance Metrics

1. Shift & Equipment Management

- **Ensure** 100% compliance with opening and closing shop checklists across all shifts.
- **Manage** staff positioning proactively so the team is consistently prepared for rushes.
- **Maintain** a calm presence on the bar and oversee daily beverage recipe calibration.
- **Deep-clean** commercial espresso machinery and grinders at least weekly, logging completion on the equipment log.

2. Operations, Admin & Logistics

- **Audit** inventory and submit accurate purchasing orders weekly and on schedule.
- **Review** weekly sales reports to identify trends, manage product waste, and proactively suggest adjustments to maximize shop profitability.
- **Manage** shop cash logistics, including executing weekly cash deposits and maintaining accurate change box refreshes.
- **Coordinate** and execute weekly grocery and supply pickups to keep the café fully stocked.
- **Publish** the monthly staff schedule on time, balancing labor budgets with shop volume.
- **Inspect** incoming shipments immediately for safety (e.g., cold items, un-melted perishables) and rotate stock using *First In, First Out*.
- **Oversee** and manage the staff member responsible for fielding and executing café catering orders.
- **Collaborate with Owner:** Manage daily operational routines and floor coaching; work directly with the owner on hiring needs, terminations, written warnings, and major facility repairs.

3. Customer Experience & Hospitality

- **Ensure** baristas greet every guest immediately with eye contact and a warm welcome.
- **Hold** the team accountable to strict daily cleanliness standards for seating areas, condiment stands, and restrooms.
- **Direct** staff to keep behind-the-counter storage organized and free of customer-visible clutter.
- **Resolve** customer complaints or beverage mistakes on the spot with an immediate, helpful solution.

4. Team Training & Accountability

- **Oversee** the training of incoming baristas, ensuring they thoroughly complete our curriculum and pass a practical bar flow and recipe check-off.
- **Run** regular skill refreshers to ensure the team can confidently prepare high-quality drinks with exact accuracy and efficiency.
- **Plan, conduct, and document** quarterly, structured skills evaluations and upskilling sessions for each barista.
- **Plan and conduct** comprehensive all-team meetings twice a year to align staff on goals, standards, and training refreshers.
- **Log one documented coaching touchpoint per week** with each staff member.
- **Uphold** shop professionalism by proactively addressing distractions, cell phone infractions, or workplace drama, ensuring the team stays fully engaged and guest-focused on shift.
- **Enforce** workplace health protocols, including employee illness restrictions and sanitation steps.

5. Weekly Feedback & General Execution

- **Submit** a concise, objective weekly summary to the Owner/General Manager to review during your 1-on-1, detailing team performance, inventory updates, handbook compliance, and challenges.
- **Perform** other operational or administrative duties as required to support the health and growth of the café.

Required Skills & Experience

- **Experience:** Minimum one year of management/supervisory experience (café or food service preferred); minimum two-year commitment expected.
- **Skills:** Ability to manage POS backend tools (reports, hours) and effectively direct others under pressure.
- **Interpersonal:** Strong communication skills with a genuine willingness to learn and share product knowledge.
- **Physical:** Ability to stand for a 6–8 hour shift, lift up to 50 lbs, and handle repetitive drink-making motions.
- **Reliability:** Exceptional attendance and punctuality are strict requirements.

Needmore Coffee Roasters reserves the right to modify or change job duties as business needs evolve.