

Position Title: Shift Supervisor

Job Summary:

The shift supervisor is responsible for assisting the Operations Manager in maintaining a positive environment, which provides fast, efficient, and friendly service ensuring a quality experience for both our customers and team members. Shift supervisors assist in training, customer service, product knowledge and education, encouraging safe work practices, and a demonstrated commitment to our mission and policies. This position directly supervises the barista position and acts as the manager on duty in the absence of the Operations Manager.

Store Operations:

- Maintains a clean, organized and stocked environment and when necessary assists in the distribution of product shipments.
- Performs all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
- Establishes effective and positive communication amongst all team members.
- Assists Operations Manager in maintaining proper coverage and team member schedules ensuring that the store maintains customer service standards and team members adhere to meal and break policy.
- Ensures all cash handling procedures are upheld. Is accountable for store funds while running a shift.
- Assists Operations Manager in planning and executing all sales promotions effectively and efficiently.
- Will provide guidance and actively set an example for team members, ensuring that all Standard Operating Procedures are maintained and followed.
- Follows and directs team members to follow store policies, procedures and adhere to merchandising and cleanliness standards.
- Promotes and practices safe work habits, reporting potential safety hazards, operational inconsistencies and team member incidents to the Operations Manager. Reports/documents team member accidents, conducts initial investigation and determinations of root cause in the interest of maintaining a safe work environment.

Service:

- Is the Role Model for outstanding service and "owner" of the service initiative at his/her store during his/her shift.
- Pro-active in solving customer problems and satisfying customers in various situations. Investigates and resolves customer incidents, documenting if necessary.
- Ensures that all Team Members follow the Standard Operating Procedures lead by greeting and responding to all customers with fast, efficient, friendly and personalized service. Strives to develop a rapport with customers by learning their names, favorite drinks and food items maintaining the highest quality and consistent product standards.
- Consistently monitors, coaches and encourages team members to meet the Company's service standards.

- Follows all Company drink recipes and procedures, maintaining the highest quality and consistent product standards.

Training & Development:

- Ensures that all team members are educated on our products and services, by developing an understanding of our various types of coffee, tea products, blends and roasts, as well as knowledge of coffee and tea regions, and the various differences in flavor and blends.
- Demonstrates the ability to lead, communicate and champion the mission and policies of Coaster Coffee. Provides coaching and training to baristas and lead baristas on performance expectations.

Qualifications:

- Minimum high school diploma or equivalent. Minimum one year of retail or six months of specialty coffee experience. Previous supervisory experience preferred.
- Certified Kitchen Manager.
- Basic computer skills required.
- Must be able to work a flexible schedule, including weekends, early mornings, evenings and special events as needed.
- Well-organized and detail-oriented and able to multi-task.
- This position will require frequent standing and use of hands and arms.
- Must be able to lift up to 30lbs and frequently bend and twist from the waist.
- Must have excellent verbal and written English communication skills.