

TEAM LEAD JOB DESCRIPTION

Objective:

As a Team Lead, you are responsible for ensuring efficient, high-quality drink service, managing budgetary considerations, and fostering an outstanding customer experience.

Key Responsibilities:

- **Management Support:** Assist the General Manager in managing front-end operations, ensuring smooth and efficient service.
- **Drink Excellence:** Oversee and participate in drink preparation, ensuring all beverages meet She Brews Coffee Roasters' high standards.
- **Staff Training:** Train staff in drink preparation, equipment usage, cleaning, and sanitization. Educate baristas in delivering exceptional customer service and operating the POS system effectively.
- **Customer Relations:** Build and maintain positive interactions with customers and team members.
- **Customer Service:** Proactively handle and resolve customer concerns to maintain high satisfaction levels.
- **Safety and Cleanliness:** Consistently uphold sanitation and safety standards in the front-end area.
- **Inventory Management:** Conduct weekly inventory checks of beverages, ingredients, and supplies.
- **Supply Ordering:** Timely order supplies and ingredients to ensure uninterrupted operations.
- **Financial Management:** Monitor and control front-end expenses to stay within budget, identifying and eliminating wasteful practices.
- **Scheduling:** Effectively manage the scheduling of front-end staff shifts.
- **Store Protocols:** Oversee store opening and closing procedures, including register operations.

- Team Building: Promote a positive and collaborative work environment, encouraging teamwork and open communication.

Requirements:

- Professionalism: Demonstrated reliability, self-motivation, organizational prowess, effective time management, and communication skills. Maintain a professional demeanor at all times.
- Skill Set: Keen attention to detail, strong multitasking abilities, and adeptness in problem-solving and decision-making.
- Educational Qualification: High school diploma or GED.
- Certifications: Food Service Employees Permit and ServSafe Sanitation certification.
- Experience: Prior experience as a barista and in cash handling. Familiarity with She Brews drink recipes and understanding of sanitation and safety regulations.
- Flexibility: Willingness to adapt to varying shift requirements.

Physical Demands:

- Lifting Capability: Ability to lift items weighing between 25-30 pounds.
- Endurance: Capability to stand and/or walk for 6-8 hours per day.

To inquire about becoming a She Brews Team Lead please email;
operations@shebrewsok.org