

ASSISTANT STORE MANAGER



Job Purpose Summary:

The Assistant Shop Manager will support the Store Manager in all aspects of store operations to ensure best practices from each store team member in providing excellent products, superior customer service and a clean, safe and welcoming environment for staff and patrons. The Assistant Store Manager must have strong leadership, organizational and communication skills and be a creative problem-solver.

This position requires at least 3 bar shifts per week.

Reports To: Store Manager

Direct Reports: Baristas

Status: Full Time

Store Operations

- Assist in sending weekly report to Roast Works.
- Assist in monitoring inventory, ensures freshness, and places necessary supply orders in a timely manner.
- Assists in creating and maintaining bar schedule, including time off requests and coverage.
- Ensures proper drawer flipping, backup cash, runs deposit and reports numbers accurately.
- Collaborates to ensure that all catering orders are filled accurately.
- Assists in resolving customer conflicts, facility issues, equipment challenges, etc.
- Assists in examining store financials and implementing strategies to improve sales or labor percentages as needed.
- Contributes to the completion of store maintenance/upgrade projects.
- Adjusts and submits payroll hours, monitors full time requirements and overtime.

Team Management

- Assists in conducting interviews, hiring, and contributes to onboarding process for new baristas.
- Holds monthly 1v1 meeting with each staff member, compiles notes and follows up accordingly as assigned by the Store Manager.
- Thoughtfully compiles and presents performance reviews, references pay scale accurately as assigned by the Store Manager.
- Assists Store Manager in planning and leading staff meetings.
- Utilizes and files all human resource paperwork correctly.
- Gives feedback regularly and encourages team members to set goals.
- Assists in training new and current staff, delegating to share workload effectively.
- Serves as emergency contact for bar staff when the Store Manager is unavailable.
- Ensures compliance with all JVG policies.
- Ensure best practices and maintain high quality standards in product preparation.
- Deliver excellent customer service and require the same from all staff members.

Collaborative Contribution

- Attends and contributes to retail operations meetings.
 - Brainstorms and tests new ideas, communicates effectively with team members.
 - Shares feedback and contributes to continuous improvement of retail structures and resources.
 - Completes additional projects as assigned.
 - Collaborates with stake holders in store to ensure the store operations run smoothly.
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MINIMUM REQUIREMENTS

- Superior teamwork and collaboration skills.
- Passion for serving others and leading a team in a fast-paced environment.
- Ability to communicate effectively with a wide variety of stakeholders.
- Passion for learning; ability to efficiently apply new skills and systems.
- Ability to offer and accept feedback, inspire others, and delegate effectively.
- Ability to work independently and manage multiple projects / priorities simultaneously.
- At least one year of management or leadership experience.
- At least one year of barista experience.
- Reliable transportation and a valid driver's license.
- Ability to work weekends and on-call.
- Criminal background check as required by JVG's institutional partners.

PHYSICAL DEMAND

- Prolonged, frequent ingestion of coffee, tea, and other caffeinated beverages.
- Prolonged periods of constant repetitive motion with hands and wrists.
- Prolonged periods of time on foot, squatting, kneeling, and bending.
- Ability to lift 50 pounds or more.

All Joe Van Gogh employees are subject to a 90-Day Probationary Period.

JOE VAN GOGH INC

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