

# STORE MANAGER

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## Job Purpose Summary:

The Store Manager (SM) utilizes strong leadership and interpersonal communication skills to ensure best practices from all store team members in areas of product preparation, customer experience, and teamwork. The SM provides comprehensive administrative support, including review and implementation of financial strategies, inventory monitoring, cash handling, etc.

SM also contributes to collaborative discussions and projects to invest in the long-term development of the Joe Van Gogh Retail Program.

This position requires at least two bar shifts per week.

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**Reports To:** Director of Retail Operations

**Direct Reports:** Assistant Store Manager, Barista

**Status:** Full Time

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## Store Operations

- Sends weekly report to the main office (RW).
- Creates and manages bar schedule, including time off requests and coverage.
- Monitors inventory, ensures freshness, and places necessary supply orders in a timely manner.
- Ensures proper drawer flipping, backup cash, runs deposit and reports numbers accurately.
- Ensures that all beverages produced meet quality standards.
- Collaborates to ensure that all catering orders are filled accurately.
- Resolves customer conflicts, facility issues, equipment challenges, etc.
- Examines store financials, implements 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

- Conducts interviews, hires and contributes to onboarding process for new baristas.
- Holds monthly 1v1 meeting with each staff member, compiles notes and follows up accordingly.
- Thoughtfully compiles and presents performance reviews, references pay scale accurately.
- Holds monthly staff meetings to ensure that info on new products and practices reaches staff.
- Utilizes and files all human resource paperwork correctly.
- Gives feedback regularly and encourages team members to set goals.
- Trains new and current staff, delegates to share workload effectively.
- Serves as emergency contact for bar staff.
- 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

- At least one year of café management experience required.
- 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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