

Café Manager

Location: Blue Hill Co-op

Status: Full-time (40 hours/week)

Reports to: General Manager

Supervises: Prepared Foods Team (bakers, line cooks, prep cooks, counter staff, dishwashers)

Compensation: starting at \$25/hr, negotiable DOE

Benefits: Health stipend, dental, IRA, store discount, paid time off (PTO)

Meetings: Attendance at regular Manager Meetings required

About Blue Hill Co-op

At the Blue Hill Co-op, we are more than just a grocery store—we are a community-owned hub dedicated to healthy, sustainable living. Our Café embodies this mission by offering fresh, seasonal, and ethically sourced food that supports local farmers and producers. Grounded in cooperative values, we are committed to fostering a supportive workplace, strengthening community connections, and advancing a resilient, local food system.

Position Overview

We are seeking a motivated and experienced **Café Manager** who shares our values and enthusiasm for sustainable food and community engagement. This hands-on leadership role oversees the entire Café operation—including the kitchen, service counter, hot bar, and grab-and-go deli case—ensuring consistently high-quality food, excellent customer service, and strong financial performance.

The Café Manager provides both strategic direction and day-to-day management, leading a diverse team to meet sales, margin, and labor goals while maintaining operational excellence.

Core Competencies

Successful candidates will demonstrate:

- **Sound Judgment:** Make thoughtful decisions prioritizing customers, staff, and business needs, even in high-pressure situations.

- **Teamwork:** Collaborate effectively within the Café and across departments to achieve shared goals and maintain a flexible, supportive environment.
 - **Reliability:** Consistently punctual and dependable, following through on responsibilities with minimal supervision.
 - **Attention to Detail:** Execute tasks thoroughly and accurately, ensuring consistent quality and adherence to procedures.
 - **Communication:** Maintain professionalism and positivity in all interactions, clearly conveying information in both verbal and written formats.
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Key Responsibilities

Purchasing & Pricing

- Negotiate with vendors to secure quality ingredients and supplies at favorable terms.
- Prioritize sourcing local, organic, and environmentally friendly products.
- Manage inventory levels to prevent stockouts and minimize waste.
- Oversee receiving, inspection, and invoice reconciliation; coordinate returns or credits as needed.
- Track waste, transfers, and conduct quarterly inventory counts.
- Maintain accurate product pricing and labeling; collaborate with Marketing and IT for signage and POS updates.
- Set prices to achieve margin goals in partnership with the General Manager.

Operations, Sanitation & Safety

- Plan and prepare daily menus, supporting staff in food production as needed.
- Lead food safety and sanitation efforts, ensuring compliance with Health Department regulations.
- Implement proper storage, labeling, and disposal procedures.
- Train staff on ergonomics, injury prevention, and safety protocols.
- Monitor equipment condition and report repair or replacement needs.
- Maintain and update department Standard Operating Procedures (SOPs), ensuring staff awareness and training.

Personnel Management

- Develop weekly staff schedules aligned with labor budgets.
- Manage shift coverage and staffing needs proactively.
- Create and deliver comprehensive training programs; document employee progress.
- Support hiring and onboarding of qualified team members.
- Conduct regular performance reviews in coordination with the General Manager.
- Facilitate monthly staff meetings to promote communication and continuous improvement.

Customer Service

- Cultivate a welcoming, respectful, and inclusive atmosphere for customers, staff, and vendors.
- Ensure all Café staff provide prompt, friendly, and knowledgeable service consistent with Co-op standards.
- Serve as a product and service resource for staff and customers.

Budgeting & Planning

- Collaborate with the General Manager to establish and meet financial targets for sales, labor, and margins.
- Assist in developing annual operating, labor, and capital budgets.
- Monitor department financial performance and implement corrective actions as necessary.

Why Join Us?

At Blue Hill Co-op, you'll lead a passionate team in a purpose-driven environment that values collaboration, creativity, and community impact. If you are dedicated to sustainable food systems and exceptional customer experiences, we invite you to apply and help shape the future of our Café and Co-op.