



Café Manager

Job Description

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: \$25–\$28/hr, DOE

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

Meetings: Attendance at regular Manager Meetings required

About Blue Hill Co-op

Blue Hill Co-op is a community-owned natural foods cooperative on the Blue Hill Peninsula in Blue Hill, Maine. We are more than a grocery store — we are a hub for healthy, sustainable living rooted in cooperative values. Our Café embodies that mission by offering fresh, seasonal, and ethically sourced food that supports local farmers and producers. 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 commitment to sustainable food and community. This is a hands-on leadership role responsible for the full Café operation — including the kitchen, service counter, hot bar, and grab-and-go deli case — with accountability for food quality, customer experience, team development, and financial performance.

The Café Manager provides both strategic direction and day-to-day management, leading a skilled and passionate team to meet sales, margin, and labor goals while upholding the Co-op's standards of operational excellence.

Core Competencies

- **Sound Judgment:** Make thoughtful decisions that prioritize customers, staff, and business needs — especially in high-pressure situations.
- **Teamwork:** Collaborate effectively within the Café and across departments, contributing to a flexible and supportive work 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 established procedures.
- **Communication:** Communicate clearly and professionally — both verbally and in writing — across all levels of the organization.
- **Initiative:** Approach challenges with resourcefulness and a solutions-first mindset.

Key Responsibilities

Purchasing & Pricing

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

Operations, Sanitation & Food Safety

- Plan and oversee daily menus; actively support staff in food production as needed.
- Lead food safety and sanitation efforts, ensuring full compliance with Maine Health Department regulations.
- Implement and enforce proper storage, labeling, and disposal procedures.
- Train staff on ergonomics, injury prevention, and workplace safety protocols.
- Monitor equipment condition and promptly report repair or replacement needs.
- Maintain and update department Standard Operating Procedures (SOPs), ensuring all staff are trained and current.

Personnel Management

- Develop and manage weekly staff schedules aligned with labor budgets.
- Proactively manage shift coverage and anticipate staffing needs.
- Design and deliver comprehensive onboarding and training programs; document employee progress.
- Support hiring of qualified team members in collaboration with the General Manager.
- Conduct regular performance reviews and provide ongoing, constructive feedback.
- Facilitate monthly staff meetings to foster communication, alignment, and continuous improvement.

Customer Service

- Cultivate a welcoming, respectful, and inclusive atmosphere for customers, staff, and vendors.
- Ensure all Café staff deliver prompt, friendly, and knowledgeable service consistent with Co-op standards.
- Serve as a product knowledge resource for both staff and customers.
- Respond to customer feedback with care, professionalism, and a commitment to continuous improvement.

Budgeting & Financial 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 on an ongoing basis and implement corrective actions as needed.
- Identify opportunities to improve efficiency, reduce costs, and grow Café revenue.

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.

Blue Hill Co-op is an equal opportunity employer and cooperative.