

# RUMSY'S

## CAFÉ MANAGER JOB DESCRIPTION

### Summary

The Rumsy's Café Manager is a hands on role that will contribute to the success of the restaurant through ownership and passion for the industry. Responsibilities include management of the front of house and back of house operations as well as catering for Front events, managing our craft beer menu, and creating daily specials.

### Primary and Essential Functions

- Elevate guest satisfaction by providing the highest standard of service and quality;
- Manage staff of 8-12 employees and keep the team on track and working efficiently;
- Manage employee scheduling, assists with recruiting, hiring, new hire training, and ongoing training of employees;
- Create unique, tasty specials that assist with waste and inventory control;
- Enforce all safety, sanitation, and administrative procedures with employees;
- Work and fill in when needed for all café positions including cook, server, barista, and cashier;
- Handle escalated complaints and incidents, particularly those that require management discretion;
- Work with accounting and other staff of The Front to measure, analyze and report revenues;
- Work closely with Events Manager to coordinate catering and manage all food and beverage needs for events, or cafe closures, if needed;
- Ensure DABC compliance of restaurant and staff;
- Complete sales transactions including opening and closing cash registers, performing tasks such as counting money, and balancing cash drawers;
- Manage POS system (experience with Digital Diner a plus);
- Coordinate with prep kitchen to ensure deliveries and inventory are adequate;
- Fulfill and direct daily cleaning duties such as sweeping, mopping, bussing and wiping down tables, washing dishes and general cleaning of eatery;
- Keep equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs;
- Order and maintain ingredients and products from approved vendors. Must meet quality and cost of goods parameters;
- Set up station with food products, utensils, and sanitation buckets;
- Cuts, slices, unwraps, and prepares raw ingredients (e.g., fresh produce, meat cuts) for use on the line and for use in food prep recipes;
- Inspect color, consistency, firmness, and temperature of food products to ensure food is cooked to standards and guests' specifications;
- Clean station floors, counters, tools, cutting boards, and preparation surfaces using the proper cleaning solutions to ensure station remains sanitized;
- Ensure waste is kept to a minimum;
- Assist in the control of food cost when receiving and preparing products;
- Develop SOPS for all processes and document details carefully using Microsoft tools for future reference and planning.

### Requirements

- Minimum of 3-4 years restaurant industry experience;
- Minimum of 1-2 years management experience;

- Friendly, approachable and service-oriented;
- Ability to work nights and weekends;
- Passion for the culinary arts;
- Hold a food handlers card and a sips and tips certification;
- Must be at least 21 years of age;
- Proficient knowledge of the climbing culture (both history and future);
- Completed managers training at the DABC;
- Strong verbal communication skills;
- Writing skills including experience in documenting process
- Strong planning and organizational skills with special attention to details;
- Positive and a cheer leader for the organization;
- Proactive, self starter;
- Excellent project management skills;
- Creative and resourceful;
- Ability to manage stressful situations with composure;
- Well-developed time management skills with the ability to manage multiple priorities and moving parts;
- A superior level of member service and conflict resolution skills;
- Ability to exercise discretion and independent judgment;
- Solid and innovative outreach skills to relevant community partners;
- Ability to build relationships in the community;
- Proficient knowledge of Microsoft Office applications & applicable project management tools.

*Rumsy's Cafe is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.*