Title: **Café 10:10 Director**

Job Description

I Report To: **Guest Services Director**

Reporting To Me: **Volunteer Team of 35+**

Category: **Part Time – Hourly 20+**

Currently Held By: **Vacant**

Last Updated: **August 2017**

**Win Statement**

*Create a profitable Café with an outpouring of God’s love. Giving people an ability to support missions through the purchasing of good coffee and food as well as feel the since of God’s love that leaves them wanting more.*

**Mission Critical Responsibilities:**

* Proactively communicate, support and fulfill the vision, values, purposes, and goals of the church.
* Develop and implement cafe policies and procedures
* Consistently maintain an energetic, friendly and well organized Café.
* Enjoy the finer details of coffee making so as to create an environment to fully enjoy the cup you work so hard to create.

**Role Specific Responsibilities:**

* Create and constantly observe/improve systems that ensure execution of the Café. Remove all roadblocks from the experience of our attending guests while generating a consistent profit.
* Oversee the following:  
  1. Spiritual growth of Café 10:10 volunteers  
  2. Inventory  
  3. All hours of operation including implementing a lunch shift for Sunday’s.  
  4. All volunteers are scheduled and accounted for when missing.   
  5. New volunteers follow our training process.
* Recruit, develop, & empower a strong leadership team to oversee each shift.
* Evaluate P&L sheet with Guest Services Director weekly. Relaying all valuable information to team.
* Serve as the lead customer service contact for members at the cafe, including: answering questions, welcoming, and other member communications
* Maintain open and frequent communication with Senior staff, Associate staff, Support staff, volunteer team leaders and members

**Facility Management:**

* Ensure Café 10:10 facility is maintaining a spotless appearance at all times.
* Communicate any needs to Guest Services director to keep Café 10:10 relevant and items secure.
* Manage vendors and track inventory
* Order all necessary supplies, goods, etc. pertaining to the cafe

**Other Responsibilities:**

* Maintain regular hours as assigned by supervisor
* Perform all other duties as assigned by Senior Staff members
* Honor God and Crossroads Church with a servant heart lived out in job, ministry, and lifestyle
* Adhere to the Crossroads Church Staff Values

**What we're looking for:**

* An energetic person who has had experience in leading teams to provide an outstanding guest experience.
* A leader who can attract, develop, and empower other high capacity leaders.
* A leader who will empower and encourage others to serve where they are passionate.
* A positive risk-taker who likes to work hard, have fun, and create effective ministry.
* A team-oriented person with a huge heart for God and a desire to grow.