



Job Description

Store Manager

Introduction

Scooter's Coffee may be one of the fastest-growing specialty coffee companies, but simplicity is at our core: sustainably-sourced ingredients we handcraft into perfection while taking the time to connect with each and every guest. We value the environment, our community, and each other. We're seeking positive, enthusiastic coffee lovers to join our team at one of our many locations nationwide.

Description

The Store Manager is responsible for all staffing, sales, and operations in a Scooter's Coffee location. This role builds and leads a friendly, service-oriented barista team, sets a high-energy work pace, drives sales, increases profit, and demonstrates an engaged management style. The Store Manager exemplifies Scooter's Coffee core values.

Essential Duties & Responsibilities

- Ensure consistent and quality customer experience through proper staffing, execution of brand beverage recipes and techniques, and fostering the Scooter's "Amazing" customer service experience
- Maintain store appearance, cleanliness, visual merchandising standards, food safety standards, and equipment
- Interview, hire, train, and develop staff to demonstrate all company standards in customer experience and operations
- Provide ongoing performance feedback and development for staff members, identifying individual motivation factors and providing clear, constructive feedback to reinforce/improve performance
- Maintain accountability in employees using progressive discipline process; partner with Field Brand Consultant and, when necessary, Human Resources to make termination decisions
- Determine daily and weekly staffing requirements based on business need and create work schedules accordingly
- Implement a varied schedule to develop employees, meet business needs, and maximize sales potential across all hours of operation
- Contribute to store profitability by seeking opportunities to increase sales and by managing expenses
- Maintain company standards in personal and store sales/performance metrics
- Encourage and ensure full team participation in both setting store goals and developing action plans to accomplish goals
- Ensure all cash handling, point of sale system, safety, and operational procedures are performed in an accurate, consistent manner
- Maintain daily, weekly, and quarterly financial reports
- Maintain final accountability for store operations

Qualifications

- Ability to effectively teach and lead others
- Excellent communication and interpersonal skills
- Passion for working with people
- Energetic, fast-paced, flexible work style
- Ability to work cooperatively in a team environment
- Strong problem-solving, multi-tasking, and administrative
- Ability to anticipate and respond to customer needs
- 2+ years of supervisory experience in a restaurant or retail environment

Disclaimer

The functions and skills described here are general in nature and represent the type of work performed, but they do not constitute an exhaustive list of the duties and responsibilities performed on the job.