

*Broadway Coffeehouse exists to provide a coffee shop experience  
where everyone is welcome, where conversation leads to community, and  
where community leads to a personal encounter with Christ.*

**MANAGER  
BROADWAY COFFEEHOUSE**

Department: Broadway Coffeehouse (BCH)  
Supervisor: Associate Pastor of Nations & Neighborhoods  
Supervises: Assistant Manager, Baristas  
Exempt Status: Exempt

**GENERAL STATEMENT OF DUTIES:** Consistent with the mission statements of Salem Alliance Church and Broadway Coffeehouse and under the leadership of the Associate Pastor of Nations & Neighborhoods, the Manager leads a team of employees to develop a coffee shop environment that meets its business and ministry objectives.

**DISTINGUISHING FEATURES OF POSITION:** The Manager oversees the day-to-day business operations of Broadway Coffeehouse including the supervision, training and evaluation of employees, the selling of coffee, related drinks and pastries, the maintenance of equipment and physical environment, and the adherence to the ministry objectives. The manager receives general supervision from the Associate Pastor and business operational input from the Business Advisory Council, a volunteer leadership team with retail food experience that provides regular advisory direction regarding the operations of the coffee shop.

**CORE JOB FUNCTIONS:** An employee in this classification shall perform Core Job functions as outlined below. However, these core job functions do not include all of the specific essential functions that an employee may be required to perform, nor would an employee be required to simultaneously perform all functions listed below.

**1. Leadership & Vision**

- Provides strategic leadership for the coffeehouse focused on coffee, community & Christ.
- Lead as a highly engaged Christ-follower and as a successful business manager.
- Works collaboratively with the Associate Pastor to reinforce and expand the impact of the coffeehouse as part of Salem Alliance Church's neighborhood outreach.
- Leads and mentors baristas, encouraging professional development, teamwork, and a strong workplace culture.
- Communicates and implements suggestions, ideas, and improvements to enhance the coffeehouse experience for both customers and staff.
- Stays up to date on coffee trends, techniques, and industry standards.
- Maintains a culture of hospitality, modeling exceptional service and Christ-like leadership in all interactions.
- Meet regularly with the Business Advisory Council regarding business operations of the coffee shop.
- Collaborates in the design and implementation of Broadway Gives Back program.

## **2. Operations & Workflow**

- Oversees daily coffeehouse operations, ensuring efficiency in back-of-house (BOH), front-of-house (FOH), and storage areas to optimize productivity and safety.
- Regularly interact with customers. Solicit feedback regarding items offered on the menu and service to the customers.
- Regularly evaluates and improves systems, processes, and efficiency, focusing on quality, productivity, and cleanliness.
- Ensures all equipment is properly maintained, cleaned, and serviced, coordinating repairs and replacements as needed.
- Oversees and maintains shop cleanliness and organization, ensuring a welcoming and sanitary environment.
- Oversees inventory and ordering, managing stock levels to balance cost control and supply needs.
- Performs routine administrative tasks with precision, recognizing their impact on the overall management of the shop.
- Meets scheduled deadlines for paperwork, reporting, and operational documentation.

## **3. Financial Oversight, Marketing & Business Performance**

- Works with the Finance team to analyze sales, labor costs, and expenses to improve profitability.
- Manages cost control strategies, including waste reduction, portion control, and COGS (Cost of Goods Sold) monitoring.
- Tracks daily, weekly, and monthly sales performance, identifying trends and opportunities for growth.
- Establish relationships with vendors and/or network across the small business community to identify new vendors
- Assists with budgeting, ensuring financial health aligns with operational goals.
- Designs promotions, seasonal offerings and events that drive customer engagement and increase sales.
- Oversees social media engagement as needed, ensuring the coffeehouse maintains an authentic, welcoming online presence.

## **4. HR, Training & Team Development**

- Assists the Human Resources team with interviewing, hiring, and onboarding new employees.
- Communicates expectations and monitors barista performance, providing initial training and follow-up to ensure consistency in drink quality, workflow, and customer service.
- Monitors and reinforces staff punctuality and adherence to policies, addressing concerns proactively.
- Models exceptional customer service and hospitality, ensuring every guest has a positive experience.
- Demonstrates strong work ethic and professionalism on shift, setting a high standard for baristas and leading by example.
- Conducts employee reviews and check-ins, providing feedback to support growth and accountability.

- Ensures accurate timekeeping and payroll processes, helping staff stay compliant with scheduling and labor policies.
- Ensures staff are trained on safety procedures, emergency protocols, and crisis response.

## **5. Team Culture & Conflict Resolution**

- Creates a positive work environment by fostering teamwork, accountability, and professional growth.
- Mediates and resolves team conflicts, ensuring a respectful and productive workplace.
- Leads by example in handling difficult customer interactions, training staff in conflict resolution and service recovery.
- Ensures consistent communication with baristas, holding regular check-ins and team meetings.

**MINIMUM POSITION REQUIREMENTS:** 5-7 years of experience in coffee shop, retail food, or hospitality industry, with at least three years in supervisory position. A bachelor's degree in related field is preferable or a combination of education and experience that provides the:

### Ability to:

1. Build and maintain strong teams and interpersonal relationships.
2. Supervise personnel, direct their work and evaluate performance.
3. Build and manage systems, processes and procedures within a retail establishment.
4. Communicate effectively in writing: letters, brochures, webpage.
5. Use, with competency, computer software for such programs as, word processing, spreadsheet, e-mail, publishing and database management.
6. Prioritize multiple tasks and maintain organization.
7. Contribute to a positive work environment
8. Work a flexible schedule
9. Follow Food Safety standards and maintain work area and equipment in accordance with Health Department standards

### Knowledge of:

1. Coffee product, industry and retail environment.
2. Salem Alliance and its ministries.
3. Salem Alliance policies and procedures.

### Other Requirements:

1. Regularly leads team meetings.
2. Regular attendance at worship services of Salem Alliance.
3. Become a partner at Salem Alliance Church within 3 months of employment.
4. Agreement with, adherence to and representation of the mission and vision of the Broadway Coffee Shop and the mission and doctrinal statement of Salem Alliance.
5. Possess the spiritual gifts of administration and leadership.
6. Must pass a background check conducted by Salem Alliance.

7. Spanish, American Sign Language or other second language-speaking ability is desirable, but not required.

**PHYSICAL, EMOTIONAL & MENTAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee must possess: mobility to work in a coffee shop setting and to use standard coffee beverage preparation and point of sale equipment. The employee must possess: mobility to use standard office equipment, including a computer; strength to lift and carry materials weighing up to 30 pounds, arrange furniture in the coffee shop, vision to read printed materials and a computer screen, and hearing and speech to communicate in person and over the telephone. While performing this job, the employee is regularly required to stand for 4 to 8 hours at a time, to sit, walk, use hands, reach with hands and arms, squat, stoop, kneel, or crouch.

While performing the duties of this job, the employee must be mentally alert and must possess the ability to: multi-task and maintain concentration in spite of frequent interruptions, accommodate flexible working hours that may include evenings, weekends and holidays, make presentations before groups, and coordinate, communicate and cooperate with many staff, numbers of church attendees, volunteers and the public.

While performing the duties of this job, the employee works primarily indoors and is required to use standard retail and coffee beverage preparation equipment. The employee may need to walk up to two blocks to various locations on the church campus. The café has multiple floors connected by stairways and an elevator. The employee is required to work closely with and gain the cooperation and involvement of a diverse group of people from various cultures and various personal habits.