**Position:** Compass Coordinator

**Compensation**: $12/hr

**Responsible to:** Compass Manager

**Overview:**

Compass, a program of The Well CDC, is a social enterprise and gathering place that increases the overall economic health of the Middlebury neighborhood by creating a destination in an underserved community. In doing so, profitability allows for The Well CDC to re-invest in its three initiatives; *Restoring Housing, Creating Economy,* and *Supporting Place*.

**Main Objective:**

The Compass Coordinator oversees all baristas on duty to ensure that the facility contributes to a positive café experience and profitable business. The Coordinator also assists the Compass Manager to expand the marketing reach of Compass. The Coordinator is responsible for running a clean, efficient, and sustainable café in daily operations. If not already certified, must go through Summit County Public Health Level 1 certification within 30-days of hire date.

**Job Description:** Compass Coordinator

This scope of responsibility may include, but is not limited to:

**I. Operations & Staff Management**

* Manage full store operations
* Create and foster a cohesive barista team and environment
* Delegate responsibilities to staff members and assign tasks throughout the day (ie. stocking, cleaning, etc.)
* Scheduling staff
* Provide an excellent customer experience and appropriately resolve complaints
* Lead café housekeeping/cleaning, display maintenance, floor moves and outdoor upkeep
* Record and report all major incidents to the Manager and Operations Director
* Perform cash reports, cash handling, send reports and cash to Manager
* Use Square POS system to:
	+ Understand fiscal goals and reach them on a daily, weekly and monthly
	+ Track individual barista performance
	+ Verify anecdotal trends
	+ Provide daily oversight of sales and labor to manage revenue and expenses
* After receiving proper training and certification, the Compass Coordinator will lead training and technical assistance to staff for:
	+ Policies and Procedures
	+ Health Department Requirements
	+ Beverage/Food/Coffee Education
	+ Product Development

**II. Marketing and Communications**

* Assist Manager in developing Compass marketing strategy
* Organize and oversee photography sessions for marketing purposes
* Develop and execute on content calendar as related to all social media platforms and ensure The Well CDC branding and guidelines are met.
* Create and distribute in café marketing as related to current goals.
* Assist in developing and distributing hard marketing materials, coffee boxes, etc. to targeted markets to increase traffic and off-site transactions/catering revenue.
* Utilize Square Marketing system to:
	+ Create bi-weekly eNewsletter
	+ Create promotions and product announcements to be sent to Compass patron database

**III. Event Planning/Catering**

* Manage and schedule additional staff for events as needed
* Ensure all catering and event equipment is organized, clean and in good working condition, meeting SCPH standards

**IV. Inventory**

* Utilize tracking system to oversee inventory of all product
* Appropriately schedule, place orders and make stock runs for all products
* Assist Compass Manager to identify areas of improvement, tracking product and waste
* Maintain a clean and organized stock room

**V. Qualifications**

* Barista or restaurant managerial experience (2-years minimum)
* Highly organized with excellent time and space management skills
* Effective interpersonal communication skills
* Proficient in MS Excel and Word

**V. Expectations**

* Hours: 35-40 Hours per week
* Must be able to work some nights and weekends
* Start Date: January 1, 2020
* Meet with supervisor on a bi-weekly rhythm