

647 Coffee – Cafe Supervisor

Compensation: \$17.50/hour

Reports to: Social Enterprise Manager

Classification: Hourly, Non-Exempt

Position Summary

The 647 Coffee Coordinator plays a key role in leading the daily operations of 647 Coffee. The Coordinator ensures that each shift runs smoothly, every guest is welcomed, and the café operates in line with The Well CDC's mission to Support Place in Middlebury.

Main Objective

This position is responsible for maintaining product quality, supporting staff, executing established systems, and making operational decisions to align with program and financial goals. The Coordinator's objective is to lead daily operations and drive program growth, adjust staffing and prep based on business needs, and support team members directly during each shift. This role is supported by the Social Enterprise Manager and collaborates closely with a Lead Barista and barista team.

Core Responsibilities

I. Operations & Financial Execution

- Lead by example during shifts, working behind the bar and service stations
- Monitor guest flow and adjust prep, staffing, and service pace in real time
- Schedule team members in alignment with forecasted volume and labor budgets
- Place orders and purchase supplies in accordance with product usage and cost targets
- Ensure all café systems (prep lists, cash handling, cleaning, etc) are executed
- Coordinate catering orders, ensuring timely execution

II. Food Safety, Sanitation & Equipment

- Enforce compliance with local health department and established Food Safety standards
- Oversee and execute food safety and sanitation protocols
- Ensure temperature controls, labeling, and FIFO practices are consistently followed
- Train and execute daily/weekly cleaning expectations and chemical usage
- Monitor maintenance needs and coordinate repairs with Social Enterprise Manager

III. Guest Experience & Product Quality

- Foster knowledge of specialty coffee, crafted drinks, and food
- Maintain product quality and presentation, coach team to elevate performance
- Ensure timely and friendly guest service from all staff
- Address guest concerns with care and follow up with the team to improve service

IV. Team Leadership & Culture

- Lead by example during shifts, working alongside the team and providing real-time feedback, support, and coaching
- Foster a culture of reliability, teamwork, and hospitality that reflects organizational values
- Collaborate on hiring and onboarding new staff

- Maintain an organized, respectful, and productive work environment

V. Program Development & Marketing Support

- Plan and execute marketing efforts to drive sales and promote seasonal features, collaborating with Marketing Coordinator as needed
- Contribute insights to ongoing program improvement and guest engagement strategies
- Participate in strategic planning efforts in collaboration with the Social Enterprise Manager

Administrative Responsibilities

- Maintain accurate records of inventory, schedules, and shift notes
- Attend weekly check-ins with supervisor and monthly All-staff meetings
- Communicate proactively about team needs, supply issues, or operational challenges
- Perform additional duties as assigned in service of café success

Qualifications

- At least 1 year of experience in a hospitality leadership role, prior coffee experience strongly preferred (e.g. shift supervisor, assistant manager)
- Strong understanding of food service operations, food safety, and team leadership
- Familiarity with sales metrics, labor budgets, and ordering systems
- ServSafe or equivalent food safety knowledge preferred, or willingness to obtain after hire
- Proficiency in Microsoft Office, usage of POS software
- High school diploma or equivalent required

Work Schedule & Expectations

- 34–40 hours/week, some evening and Saturday hours as needed
- Closed on Sundays and major holidays; some holidays paid
- This is an active, guest-facing role that requires being present in the café during shifts
- Adaptability to adjust operations based on daily or weekly sales trends
- Strong punctuality, communication, and follow-through
- Committed to the mission of The Well CDC and Supporting Place in Middlebury