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JOB DESCRIPTION

Coffee House Manager – North Manchester, Indiana
Employment Services

JOB TITLE: Coffee House Manager in Employment Services Department, 40 Hours FT or 20+ Hours PT
REPORTS TO: Director of Employment Services, Safety, and Transportation
IMPORTANT: It's more important to be passionate about the Arc's mission than to be experienced in the coffee industry. We can teach you about coffee – we can't teach you to care.

CONCEPT: The Arc Coffee House will be a fully-functioning, revenue-generating business that provides high-quality products and superior customer service within the context of a workplace skills training center for persons with intellectual and developmental disabilities. The Coffee House will be a Work Integrated Social Enterprise that provides workplace skills training and permanent employment for persons with intellectual and developmental disabilities.

EXPECTATION: The Arc Coffee House Manager will embrace and promote The Arc's Mission.
"The Arc of Wabash County exists to put people before disability and provide opportunities and support for individuals with disabilities to learn, live, play, and work in their local communities."

The primary responsibilities of the Arc Coffee House Manager are to oversee the business, customer service, and staffing functions of the shop. Though the Coffee House Manager may not be experienced in working with people with intellectual and developmental disabilities (IDDs), the Manager is expected to embrace, promote, and support the employment and training of persons with IDD at the Coffee House. The Coffee House Manager position will be considered a position within the Arc of Wabash County, a service provider for people with IDD, and will be expected to comply with all expectations and requirements of the Arc of Wabash County, BDDS, FSSA, and other oversight organizations.

Job Brief

We are looking for a Coffee House Manager to organize daily operations and motivate our staff to provide excellent customer service. Coffee House Manager responsibilities include scheduling shifts for baristas and wait staff, monitoring daily expenses and revenues and ordering supplies like coffee, milk, and snacks, as needed. To be successful in this role you should have work experience with various roles in coffee shops or management. Also, you should be available to work during opening hours, including Saturdays. Ultimately you will help increase profitability, boost customer engagement, and turn our coffee house into a favorite local spot. You will embrace the Arc's mission of providing workplace training and competitive employment for people with disabilities. You will coordinate with and support the Arc's staff to provide training and employment for people with disabilities at the Arc coffee house.

Contact Mary Ogle or Jeff Patton at the Arc Wabash County, Inc. for more details.