



Supervisor Job Description

Position Summary

The Supervisor furthers 441 Ministries Beechwood's mission to bring "hope, healing, and holistic development to the Beechwood neighborhood of Rochester through the proclamation of the gospel of Jesus Christ." This is accomplished through overseeing café operations, employee supervision, and neighborhood engagement in a manner that is welcoming to our neighbors and honoring to God.

The Supervisor plays a vital role in the mission and strategy of our ministry to the Beechwood neighborhood. New City Cafe is not just a small business, but a welcoming and safe environment for our neighbors and a place to encourage and develop the young adults and teens we employ from the neighborhood. Through regular contact with our Apprentices, the Supervisor can shepherd, equip, and encourage them as they develop the workplace and soft skills necessary to succeed in the future.

Requirements

- Supervisors must maintain a personal relationship with Christ, characterized by a godly example, and in good standing as a member of a local church
- The following are desired but not required:
 - Bachelor's degree or higher education
 - Experience in the coffee industry
 - Experience in food service and/or restaurant management
 - Experience in and a passion for youth ministry
 - Experience in and a passion for urban ministry
 - Residence in the city of Rochester, ideally in the Beechwood neighborhood

Responsibilities

Store Operations

- Completing and maintaining ServSafe food handling certification, internal food and drink certifications, and participating in ongoing coffee and food training as needed
- Adhering to and enforcing all café policies and protocols, including but not limited to dress code, food safety, and on-time rules
- Maintaining a clean and organized workspace
- Performing all in-house tasks, including proficiency in crafting drinks and preparing food
- Offering relevant, thoughtful ideas and suggestions for improving café operations, policies and procedures, and menu offerings

Employee Supervision/Management

- Creating a positive work environment where all employees know they are valued for who they are based on the Gospel of Jesus Christ
- Providing on-the-job training when appropriate to Apprentice staff
- Giving feedback to Café Director regarding apprentice job performance
- Communicating clearly, effectively, and appropriately with all co-workers

Customer/Neighborhood Engagement

- Ensuring customers are warmly welcomed; engaging customers in a sincere and friendly manner, including greeting customers with a smile, thanking them for their patronage, and preparing drinks and food in an expedient manner
- Responding to potentially dangerous and emergency situations in a calm yet definitive manner
- Engaging with neighbors and customers who are struggling and connecting them to helpful resources, primarily New City Fellowship's Mercy Ministry

Compensation

The Supervisor will have a beginning pay rate of \$20/hour with opportunities for raises and the possibility of switching pay structure to a salaried position. The Supervisor will also receive two weeks of paid time off per year.

**To apply, email Nick Trombley, Café Director, with your completed application and resume:
nick@newcityroc.com**