



A fiscally sponsored project of Community Initiatives

JOB TITLE: Café Assistant Manager, Castro Country Club

REPORTS TO: CCC Café Manager & Executive Director

STATUS: Regular, Part-time

FLSA: Non-Exempt

STANDARD WK HOURS: 21- 25 hours per week plus some nights and weekends

PAY RANGE: \$23.00 dollars per/hour

POSITION SUMMARY:

The Castro Country Club (CCC) Café Assistant Manager is responsible for training and ordering for the day-to-day operations of the CCC Café and supporting all aspects of the mission, policies and programs of the organization as defined by the CCC Advisory Board. The CCC is a safe and sober community center for all people and a refuge for the LGBTQ recovery community. We provide programs and services that help people change their lives by supporting personal growth. www.castrocountryclub.org.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Other job-related duties may be assigned)

1. Café Management: Establish and maintain inventory tracking system. Conduct weekly inventory of all merchandise and supplies for café. Provide reports on a routine basis. Conducts ongoing analysis of sales patterns and oversees product development to maximize sales and reduce waste. Order merchandise and supplies, including snack and drink items, literature, and cleaning supplies, as needed. Oversee maintenance and cleaning of facility and equipment. Repair and/or purchase new equipment as needed. Ensure safe working conditions for volunteers, adherence to posted Code of Conduct among staff, volunteers, and clientele.
2. In coordination with the café manager, oversee volunteer coordination: Manage the recruitment, tracking and screening of volunteers to staff facility and to support all retail café needs, as well as social, outreach and fundraising events. Coordinate 45+ volunteers for 100+ hours of weekly café operations. Oversee volunteer retention and training, monitor volunteer compliance with café policies and local regulations. Supports jobs training/skills building program.
3. In coordination with the café manager schedule and train each new volunteer for the CCC café up to and including the completion of a volunteer training checklist to assure success.
4. Assist with the production of our monthly drag show MASCARA every third Saturday of the month.

4058 18th St., San Francisco, CA. 94114
(415) 552-6102



Key Competencies: To perform the job successfully, an individual should demonstrate the ability to exhibit the following competencies:

- **Communication Skills:** Demonstrates effective written and verbal communication skills: Coaches and mentors providing constructive feedback in a productive and supportive manner
- **Knowledge:** Possesses knowledge of substance abuse and mental health treatment modalities and public health principles required to do the job. Skill in operating various office equipment such as a calculator, copy machine, facsimile machine, scanner
- **Judgment:** Exhibits sound and accurate judgment; can clearly explain reasoning for decisions; includes appropriate people in decision-making process; demonstrates persistence and overcomes obstacles
- **Adaptability:** Adapts to changes in work duties and organizational structure
- **Problem Solving:** Identifies and resolves problems in a timely manner, works with others to solve complex problems
- **Customer Service:** Ability to work comfortably with diverse populations, with sensitivity to issues concerning recovery and LGBTQ community, and persons with HIV and all disabilities. Responds efficiently and cordially to requests for service and assistance
- **Professionalism:** Reacts well under pressure; treats others with respect and consideration; follows through on commitments; demonstrates behaviors consistent with position
- **Dependability:** Completes tasks on time; takes responsibility for own actions; can be relied upon
- **Computer Skills:** Reasonable proficiency with Microsoft Office Suite, Excel and social media.
- **Café Skills:** Proficiency with espresso and other coffee-making and light maintenance
- **Professional Expectations:** Demonstrated ability to fulfill professional expectations of accountability, active collaboration, commitment, communication, and diversity

EDUCATION AND/OR EXPERIENCE:

One (1) year of verifiable full-time Café or other retail experience required. Cash-handling experienced required. Volunteer supervision in a nonprofit environment preferred.

PHYSICAL DEMANDS:

Ability to perform routine bending, stooping, twisting, and reaching within reasonable accommodation. Occasionally required to lift up to 50 pounds. 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 the essential functions.

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WORK ENVIRONMENT:

This position is primarily located at 4058 18th Street, San Francisco, however, is responsible for traveling to other facilities and any other locations deemed necessary for business need.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for personnel so classified.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

Castro Country Club and Community Initiatives are equal opportunity employers and give consideration for employment to qualified applicants without regard to age, race, color, religion, creed, sex, sexual orientation, gender identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state or local law.

APPLICATION PROCESS:

Submit résumé to: wlemon@castrocountryclub.org