



Job Description: Shift Leader

Reports to: Café Manager/Assistant Café Manager

Classification: Non-exempt

Position Summary: In addition to fulfilling the responsibilities of a Barista, Shift Leaders maintain the necessary experience and skills to take responsibility for daily store operations, including opening and closing the café. They ensure adherence to all GBCC standards for customer service, beverage preparation, product quality and store cleanliness. In addition, they serve as role models and resources for other staff, and in the absence of the Cafe Manager or Assistant Cafe Manager they may problem-solve and make time-sensitive business decisions.

Essential Responsibilities:

A Shift Leader is responsible for the following during his/her shift-

1. Facilitating all employee-related needs
 - Deploys staff to particular stations (barista, cashier, expeditor)
 - Develops plan for 10-minute breaks and 30-minute meal periods and ensures compliance
 - Assesses staffing need based on current business, and sends employees home and/or calls for additional staff as needed
 - Provides training
 - Ensures all staff punch in and out at beginning and end of shift, as well as for :30 breaks
 - Makes appropriate decisions for maintaining store security and safety in the workplace
2. Accountability for all cash handling
 - Assumes responsibility for all store funds in the safe and for any till that is assigned to them
 - Ensures all staff adhere to cash handling procedures
 - Documents any unusual situations that occur regarding register operations
 - Conducts drawer skims periodically throughout the day
 - Assigns & closes; provides change from safe when coins and small bills become depleted
 - Prepare bank deposit and/or take deposit to bank, as needed
3. Responsibility for all store closing/opening activities
 - Ensures all opening and closing tasks are accomplished by prioritizing, and then completing or delegating to other staff
 - Adheres to guidelines and completes all applicable daily checklists
 - Completes entries in communication log for incoming shift lead or manager



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Essential Responsibilities (cont'd):

4. Performing basic inventory management
 - Receives and accounts for shipments and signs delivery slips where appropriate
 - Monitors stock levels and advises manager of impending outages
 - Performs monthly inventory counts

5. Providing managerial leadership
 - Conducts on-the-spot coaching
 - Provides recognition and guidance to staff on matters of standards and/or conduct
 - Authorized to take initial disciplinary action for time-sensitive infractions as they occur
 - Acts as voice of the Company to resolve customer incidents as they arise

Additional Responsibilities:

Any other duties as assigned by Café Manager, Assistant Café Manager or other corporate manager.

Essential Qualifications:

A Shift Leader must have the ability to-

- Process information/merchandise through POS register system
- Communicate verbally with staff members & guests
- Read, count and write to complete all documentation
- Handle multiple tasks at one time
- Work successfully as part of a team, while under pressure
- Freely access all areas of the store
- Operate and use all equipment necessary for store operation
- Move or handle merchandise generally weighing 0-50 pounds
- Work varied hours/days based on business needs