



North Lawndale Employment Network
& Sweet Beginnings, LLC

Job Posting

Café Lead

The Organization

The North Lawndale Employment Network (NLEN) is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of North Lawndale residents through innovative job readiness and financial literacy programming and the operation of social enterprises. In Spring 2021, NLEN will transition to a new campus which will feature a premier community café for residents and stakeholders. To learn more about our new campus, click here: <https://blockclubchicago.org/2020/11/30/west-side-job-readiness-campus-gets-2-5-million-boost-from-city-grant/>

The Opportunity

We are seeking a dynamic Café Lead to join our team as we open this exciting venture. This person should possess a strong ability in developing teams, be customer-centric, and have a commitment to creating an inviting atmosphere for residents and other community stakeholders. In addition, this person will have a desire for career growth and love for hospitality. Responsibilities include (not limited to):

- ▶ Exemplify great customer-service and barista skills to standard training expectations
- ▶ Create a team culture that promotes both giving and receiving feedback as well as celebrating wins
- ▶ Provide feedback to strengthen menu offerings through team innovation and community engagement
- ▶ Execute local marketing efforts to strengthen community partnerships
- ▶ Recruiting, interviewing, hiring and onboarding new team members
- ▶ Inventory oversight
- ▶ Forecast sales and scheduling to meet demand while maintaining budgeted COGs
- ▶ Adjust pars on orders bi-weekly to maximize sales and minimizing waste
- ▶ Coach, develop and assist team members in initiating their own development plan/path; and conducting performance reviews for all members of their team
- ▶ Maintain equipment and store cleanliness
- ▶ Reporting on results weekly

Ideally you have...

- ▶ 12+ months of experience as a successful supervisor; preferably in the food & beverage industry
- ▶ The ability to use MS Office including Microsoft Excel
- ▶ Experience in inventory management and financial reporting
- ▶ A Desire and willingness to improve operational and training procedures
- ▶ Strong written, verbal, and interpersonal communication skills
- ▶ Demonstrated time management, organizational, and planning skills
- ▶ The ability to exemplify an eye for detail – through the retail space

ADDITIONAL REQUIREMENTS:

- ▶ 6-8 hours per day standing/walking/moving
- ▶ Bending and reaching for stored items, moving equipment, lifting up to 50lbs
- ▶ Climbing ladders for store maintenance tasks

Why you should apply

- ▶ HOURS Of Operation: Monday-Friday / 8am-2pm
- ▶ PAY RATE AND BENEFITS: \$18/hour + Medical, Dental, and Vision Insurance
- ▶ Paid Vacation
- ▶ Opportunity for advancement after 6 months
- ▶ Perks: Unlimited drip brew coffee, 1 specialty drink every shift, and wholesale discount on food items

Those interested should submit a resume and cover letter to careers@nlen.org