

GIRLS INCORPORATED OF METRO DENVER

Position: Manager of Social Enterprise
Reports to: President & CEO

*The mission of Girls Incorporated of Metro Denver is to inspire all girls to be **STRONG, SMART and BOLD**. GIMD seeks a Manager for its social enterprise coffee business – Strong, Smart, & Bold Beans – that will lead operations and future growth.*

Strong, Smart & Bold Beans: Strong, Smart & Bold Beans (Bold Beans) is a social enterprise coffee business of Girls Inc. of Metro Denver (GIMD). Bold Beans goals are to: 1) provide paid jobs to teen girls, 2) expose girls to entrepreneurship, business development, and job training skills, 3) maintain an earned income revenue stream, and 4) increase awareness and exposure for GIMD across metro Denver. Currently, Bold Beans includes a café located inside of STEAM on the Platte in Denver's Sun Valley neighborhood and a coffee truck.

Position Summary: The Manager of Social Enterprise oversees day-to-day operations of the Bold Beans Café and coffee truck and is responsible for meeting earned revenue goals. Operations include: maintaining high business standards, ensuring safe work practices, and fostering a positive environment for employees and customers. The Manager supervises a team of 8-10 (hourly) Bold Baristas and provides guidance to a part-time Coffee Truck & Food Service Coordinator. The Manager also works closely with the President & CEO, Director of Finance, and a Social Enterprise Committee comprised of board members and community advisors.

Key Responsibilities:

Café & Truck Operations:

- Develop and execute revenue plans that align with annual budget goals and ensure profitability of the café and coffee truck.
- Grow sales and effectively manage costs of goods, inventory levels, labor, supplies and other expenses.
- Oversee catering and other partner events for the Bold Beans coffee truck.
- Maintain and utilize daily, weekly, monthly and annual financial reporting tools.
- Oversee cash management functions and front/back of house functions, including opening and closing procedures.
- Maintain proper loss prevention standards, reviewing cash handling procedures, deposits and other safety procedures.
- Identify and meet staffing, recruiting, interviewing, hiring, and training needs.
- Ensure proper team member coverage, scheduling in alignment with business needs while maintaining target labor costs.
- Plan, execute and communicate sales promotions and new product information effectively and efficiently.
- Ensure that the Bold Beans is marketed effectively and that the brand aligns with and cross-promotes GIMD's mission/vision.
- Maintain proper cleanliness, general safety of area, and maintenance of equipment that meets or exceeds health department requirements.

Customer Service:

- Ensure positive customer experience through efficient, friendly, superior service.
- Pro-active in solving customer problems and satisfying customers in various situations.

- Consistently monitor, coach and encourage team members to meet service standards.
- Maintain high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment.

Products:

- Ensure that all drink recipes are followed and food offerings maintain the highest quality and consistent product standards.
- Ensure that all team members are educated on products and services, by developing an understanding of our various types of coffee, tea products, blends and roasts.

Training & Development:

- Provide ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Continually develop/coach team members, establishing specific performance objectives, and measuring team member performance regularly.
- Build morale and team spirit by fostering a work environment where team members' input is encouraged and valued.
- Empower Bold Baristas to be ambassadors for the business and GIMD.

Other:

- Participate on the Social Enterprise Committee.
- Attend staff meetings, management meetings, special events and training as needed.
- Other duties as assigned.

Qualifications:

- Demonstrate a commitment to the mission, vision, and advocacy statements of GIMD.
- Appreciate urban communities, diverse populations, cultures and economic experiences.
- Able to manage, train, and mentor teens and young adults.
- Well-developed understanding of the coffee industry and senior-level barista skills.
- Knowledge of business management, customer service, and quality assurance practices.
- Strong written and verbal communication skills.
- Self-starter who works well in a team setting and fast-paced environment.
- This position will require frequent standing and use of hands and arms.
- Must be able to lift up to 40lbs and frequently bend and twist from the waist.
- Regularly required to handle food, hot beverages, and work with sharp objects.
- Manager is required to have a food handler's license (if not current, employee will take course and receive certification after hire).
- Proficiency in Microsoft Office.
- Possess a valid Colorado driver's license, with driving record that allows employee to be covered by agency auto insurance, and reliable vehicle.

Experience:

- Minimum three years of experience in a management or assistant management role.
- Two years or more of direct supervisory experience.
- Previous experience working in a coffee shop and /or retail environment preferred.
- Bachelor's degree in Business, Marketing, Accounting or related field preferred.

Position Status: Full-time, exempt, salaried.

Salary & Benefits: \$48,000 to \$58,000 annually depending on experience. GIMD offers a comprehensive benefits package and supportive and flexible work environment.

Application Requirements:

- Cover letter highlighting qualifications
- Resume
- Three professional references
- At least one paragraph, and no more than one page, addressing the following question:
 - At GIMD we strive to be an anti-oppressive and inclusive organization. What is your understanding of and experience with anti-oppression and inclusiveness in your personal and/or professional life?
 - Send all application materials to (no phone calls please): resume@gidenver.org, ATTN: Manager of Social Enterprise

Deadline: Position will remain opened until filled.

Start date: As soon as possible.

Inclusiveness and Anti-Oppression Statement:

In order to uphold our mission and vision and be effective advocates and allies for all girls, GIMD is committed to inclusiveness and anti-oppression on all levels of our organization. GIMD believes that inclusiveness and anti-oppression work give integrity and validity to our mission as well as power and effectiveness to our programs. It allows us to address the root causes of social issues that affect the girls we serve. At GIMD, we serve all girls therefore we have to be inclusive of all communities, cultures and experiences. Without inclusiveness, we will never be able to reach the full potential and power of our programs. Our vision is empowered girls in an equitable society; we change lives and we take that seriously. Inclusiveness is imperative to make it happen.

Equal Opportunity Employer:

Girls Incorporated of Metro Denver is committed to diversity in principle and practice, both in the community at large and within the organization. We are, therefore, committed to having our internal operations and employment practices administered on a non-discriminating basis inclusive of, but not limited to, race, religion, color, socio-economic status, gender, age, sexual orientation, gender identify, gender expression, military or veteran status, physical or mental disability, marital status, or national origin.