



City of Hopkins

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| Classification Title: | Coffee Operations Coordinator |
| Department: | Recreation |
| Supervisor: | Facility Manager - Depot |
| FLSA Status: | Non-Exempt, Regular Full-Time |
| Grade: | 6 |

CLASS SUMMARY:

This position is responsible for managing the day-to-day coffee operations at the Depot. Responsibilities may include: scheduling and assigning work to part-time staff; training part-time staff; managing cash; and maintaining inventory.

Scope of Impact:

The duties and responsibilities of this job are performed with latitude for independent judgement in accordance with Department and City policies, Federal, State and Local regulations and are based on detailed knowledge of department operations. Work is subject to periodic review by the supervisor, who provides input on approval of recommendations and discusses assignments, priorities and work.

CLASSIFICATION ESSENTIAL DUTIES:

This job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

- Manages the day-to-day coffee house operations at the Depot; work may involve planning and implementing specials and promotional ideas; modifying prices; and managing the coffee house inventory, including ordering items
- Monitors operations related to or performs cashier duties, to include handling cash, processing deposits, operating payment systems, and updating cash registers and other documentation or systems
- Monitors part-time, temporary, and/or contract coffee house staff to include: prioritizing and assigning work; coordinating staff training; and assisting with hiring
- Coordinates with other internal departments or personnel, and external agencies, including vendors, and serves as a liaison, to facilitate coffee house operations, and build and maintain partnerships



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- Prepares and/or maintains reports, records, billing information, and other documentation; and maintains, updates, and/or enters/retrieves information into/from databases and online systems, to record and report on coffee house operations
- Maintains the coffee house by performing minor maintenance duties; contacts appropriate personnel/department/agencies to perform more complex maintenance
- Oversees social media platforms for the Depot Coffeehouse.
- Performs other duties of a similar nature or level.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of

- Practices, principles, and procedures related to retail operations;
- Applicable equipment, tools, and machines in assigned area of function;
- Inventory management principles;
- Customer service principles;
- Report preparation and record keeping principles;
- Computers and applicable software.

Skills

- Prioritizing and assigning work;
- Monitoring and evaluating work;
- Providing customer service;
- Training staff on work procedures;
- Monitoring inventory and ordering supplies;
- Implementing specials and promotional ideas;
- Preparing and maintaining reports and records;
- Operating and using a computer and applicable software and systems;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information.

QUALIFICATIONS:

MINIMUM EDUCATION AND EXPERIENCE:



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High School diploma or equivalent (G.E.D); 3 years retail or related experience; or an equivalent combination of education and experience

LICENSING REQUIREMENTS:

Minnesota Food Certificate

Environmental Health and Food Safety Certification

Minnesota Food Handler's License

Physical Requirements:

Positions in this class typically require: climbing, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Working Conditions:

Office/Shop Environment

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.