 Real Life Ministries

Job Description

**Title:** Café Lead **Ministry:** RLM Cafe

**Reports To:** Benevolence Pastor **Classification Grade:** T-4

**FLSA Status:** Non-Exempt **Approved By:** HR Manager

**Prepared By:** Rex Lettau **Approved Date:** 3/13/2018

**Hours per week:** 26

Essential Organizational Core Values

* **As an Individual Leader**: The Café Lead is responsible for taking the leadership of all ministry functions they oversee. Live out RLM’s Organizational Core Values and 7 Ministry Essentials personally and ensure their leadership and oversight of the ministries they oversee also embody and are living out RLM’s Organizational Core Values and 7 Ministry Essentials. Responsible for the effective execution of the Essential Job functions of this role as detailed below.
* **As a Team Member on the Benevolence Team and RLM Staff Team:** The Café Lead has a responsibility to collaborate as a team member on their immediate team as well as the RLM Staff Team as a whole to accomplish church wide objectives and goals as well as Benevolence team objectives as well as goals for their immediate team. They are responsible for removing obstacles that would hinder collaboration and cooperation across different ministries.

Job Summary

1. **Ministry Function ( 70 %)**

* Provide food, beverages, books and apparel for retail sales
* Provide outstanding first impressions:
  + excellent customer service
    - friendly, smile
    - serves in a timely manner
  + organized, clean and neat environment
* **Leadership:**
  + Cast vision for the Café to volunteers
  + Model a positive example of calm demeanor during high volume
  + Display a customer comes first attitude
  + Plans, identifies, communicates and delegates appropriate responsibilities to trained volunteers
  + Hold volunteers accountable to their commitment
  + Manages volunteers with integrity, honesty and knowledge that promote the values and mission of Real Life Ministries
  + Model and walk with volunteers to resolve any conflicts biblically
  + Have a can do attitude, and be solution oriented
  + Invest in them to grow them spiritually and relationally
* **Equip Leaders:**
  + Identify new leaders and recruit volunteers
  + Develop, equip and train leaders and volunteers in all aspects of the Café
  + Develop specific roles for each position in the Café
    - Document the training completed
* **Perform Administrative and Accounting tasks:**
  + Work with accounting to ensure new items are added into Quickbooks and imported into AccuPos as well as product tags are made and attached to products before available for sale.
  + Ensure cash in tills are counted before opening and upon closing and researching any variances.
  + Run Z outs at the end of each day and research significant overs/shorts.
  + Ensure deposits are taken to accounting or dropped in upstairs safe at the end of the day.
  + Take quarterly inventory and research major discrepancies. Coordinate counts with other ministries for product offsite from Café.
  + Work with accounting to set up coupon accounts and maintain procedures over program.
  + Place weekly/monthly orders of products. Review and approve Invoices and send to accounting for payment on a timely basis.
  + Ensure all volunteers have a background check prior to working in the café.
* Pursue opportunities for increased income
* Purchase necessary supplies to run the daily operations of the Cafe
* Coordinate and facilitate communication and needs between Hospitality teams and Café teams
* Consistently maintain a high cleanliness standards, with a modest appearance
* Promote and practice safe work habits, identifying and resolving potential safety hazards and operational inconsistencies.

1. **Team Function ( 15 %)** 
   * Demonstrate peer – to – peer accountability, emotional and spiritual support of others on the Benevolence team.
   * Coachable, approachable and demonstrates the ability and courage to speak and accept critical feedback and truth, in love.
   * Must live out RLM’s Organizational Core Values on the Benevolence team.
2. **RLM Staff Relations ( 10 %)**

* Collaboratively work with RLM Staff to ensure the RLM Café as effectively supporting RLM ministry functions
* Proactively engage with RLM Staff to identify how to better support them
* Have an infectious positive attitude while interacting with RLM Staff
* Participate collaboratively in staff workgroups when appropriate

1. **Miscellaneous ( 5 %)**

* Responsible for helping wherever needed when we have RLM All Staff functions
* Understand when the RLM Mission is more important that RLM Café goals and to help anyway needed

**Qualifications, Required Skills and Competencies:**

* A heart for God that is evidenced by proven character and a spiritual-mindedness that understands that “apart from Christ we can do nothing.” – Abiding in Christ.
* A shepherd’s temperament; servant-leader/mentor attitude and inclination.
* Strong interpersonal skills—ability to communicate persuasively and compassionately, both orally and in writing.
* Strong biblical foundation for wise management in a church setting.
* Able to establish and maintain appropriate standards for the accomplishment of ministry in a way that honors both God and people.
* Since we work primarily in teams at RLM, must understand group dynamics and ensure effective consensus building and decision-making.
* Personal initiative and diligence, which produces follow-through in tasks.
* Solid biblical/theological convictions, which are aligned with Real Life Ministries’ Doctrine and Statement of Faith.
* A willingness to grow and adapt to the inevitable changes found in a local church.
* Have an Idaho Food Handlers Card (<https://www.statefoodsafety.com/food-handler/idaho/state-of-idaho>)
* Experience with Point of Sale and accounting software

Physical Abilities required

* While performing the duties of this Job, the employee is regularly required to stand for long periods of time, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. Must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 50 pounds (a cambro is 6 gallons). Specific vision abilities required by this job include close vision, and ability to smell.

Disclaimer(s)

* The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
* Volunteering- We recognize there are many ministry areas to serve in at Real Life Ministries and you may feel called to serve in those areas on a volunteer basis. Real Life Ministries would like to support you in your desire to serve. Any hours served in volunteer ministry are not required for this position that you have been hired for and as such will not be compensated.

Employee Name:

Employee Signature  Date