



Coffeehouse Team Lead/Sales Representative - HRM

Department:	Business Development
Reports to:	Business Development Manager
Status:	Full time
Location:	Halifax Regional Municipality (HRM) and Grand Pre
Held by:	TBD
Effective:	August 11, 2017
Working relationships:	Sales, Customer Service, Roastery, Marketing, and Finance

Overall Purpose of this position:

- Planning, coordinating, and managing profitable Just Us! retail operations continuously improving product quality, customer experience, workplace safety, worker training, operational efficiency, and public messaging with the aim of a “best in class” retail experience.
- Offering the highest standards in sales experience from the initial contact with a prospect all the way through to the execution of weekly coffee orders

Responsibilities:

Day to Day Coffeehouse Operations (50%)

- Execute Coffeehouse Best Practices/Standard Operating Procedures including but not limited to: ordering, cash handling, monitoring labour costs, coding invoices, merchandising, inventory management, and customer service expectations.
- Develop, maintain and enforce operational, health and safety, and personnel policies in accordance with budgets, operations manuals, and Collective Agreement.
- Analyze POS data to achieve sales targets and maximize efficiencies.
- Maintain store daily financial controls.
- Be focused on excellence in quality and presentation of all Just Us! products to ensure a “best in class” retail experience that is true to Just Us! values.
- Maintain a supportive, participatory, and fun workplace that encourages a culture of worker engagement and continuous improvement activities.
- Be first point of contact for all operational and maintenance issues.
- Developing and maintaining professional and technical knowledge.
- Support baristas to cover breaks or emergencies by performing barista duties when necessary.
- Coordinate barista training and evaluations with Lead Trainer and provide operational training.
- Chair team meetings and coordinate with Lead Trainer.
- Develop business opportunities for Coffeehouses (catering, special events, promotions, etc.)
- Contribute to coffeehouse social media accounts.
- Other responsibilities as determined.

With support of Business Development Manager:

- Hiring, training, supervising, and appraising baristas while supporting Lead Barista Trainer in the training of exceptional barista staff.
- Document and implement discipline as required.
- Undertake probationary and annual staff performance evaluations, and set individual recommendations for development with input from the Lead Barista Trainer
- Implement business plan objectives, review financial statements, analyze financial performance of the coffeehouse, and inform of capital requirements
- Any other duties as required

Sales – Wholesale & Consumer, HRM (50%)

- Present, promote and sell products/services to existing and prospective customers in HRM while maintaining required information about customers in our system.
- Demonstrate a high degree of knowledge of all Just Us! offerings and producers.
- Perform cost--benefit and needs analysis of existing/potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Reach out to prospective customers through cold calling.
- Expedite the resolution of customer problems and complaints to maximize the customer experience.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales efforts with team members and other departments.
- Analyze assigned market potential, track sales and status reports.
- Supply management with reports on customer calls, needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends.
- Continuously improve through feedback.

Education, Experience and Skills:

- Post-Secondary or equivalent relevant business and/or management experience.
- 3-5 years in retail sales with a strong customer service background
- Knowledge of human resource principles and practices.
- Ability to read and understand financial statements.
- Valid Driver's License

Health and Safety:

- Health and Safety procedures as outlined in our Employee Handbook.
- Valid WHMIS certification required
- Valid Food Handling certification
- Valid First Aid/CPR certification

Working Conditions:

- Sitting and standing for long periods of time (occasional)
- Moderate lifting
- Travel locally
- Weekends, early morning, and late evening hours
- Be able to work Monday-Friday during regular business hours and weekends as needed