

ASSISTANT MANAGER

Location: 2740 S. Philo Rd, Urbana, IL 61802

Type: Part-Time (minimum of 20 hours per week) / Full-Time

Reports to: Manager

Job Overview:

As an Assistant Manager at Good Judys Espresso & Bagel Bar, you will support the café in overseeing daily operations, ensuring excellent customer service, and maintaining high standards of quality and cleanliness. You will be a key player in managing staff, handling customer concerns, and contributing to the overall success of the café.

Key Responsibilities:

- Assist in managing daily café operations, including opening and closing procedures.
- Supervise and train baristas, sandwich makers, and other staff members.
- Handle customer complaints and resolve issues in a professional and timely manner.
- Ensure compliance with health and safety regulations and company policies.
- Assist with inventory management, including ordering and stocking supplies.
- Contribute to scheduling and payroll management.
- Analyze sales reports and assist with budgeting and financial planning.

Qualifications:

- Previous experience in a managerial or supervisory role in the food and beverage industry.
- Strong leadership and team management skills.
- Excellent problem-solving and customer service skills.
- Ability to multitask and work under pressure.
- Proficiency in basic computer applications and point-of-sale systems.
- Must become an ANSI-Accredited Certified Food Prep Manager (CFPM) within 30 days of hire.

Benefits:

- Competitive salary.
- Health benefits and paid time off.
- Opportunities for career advancement.
- Employee discounts on food and beverages.