



POSITION PROFILE

**MINISTRY**

Campus Services

**POSITION**

Café Lead / Volunteer Coordinator

**THE ROLE**

The Café Lead / Volunteer Coordinator role is to provide an experience of Christ like hospitality for guests and volunteers at the CSC café. He / She will use their strong organizational skills and love for people to recruit, engage, train and retain volunteers to serve in the Food Services ministry. He / She has excellent interpersonal strengths and will be responsible to work with a team of staff and volunteers or alone in the day-to-day operations of the café and catering services.

While actively serving in the café he / she will develop and execute annual strategies to optimize all aspects of the café experience with a focus on service excellence and growth.

**KEY RESPONSIBILITIES**

- A focus on attracting and developing teams of volunteers.
- A skill and passion to actively lead teams of various sizes in a café or catering environment.
- Able to prioritize tasks and meet deadlines while working alone or with volunteers in a hands on leadership capacity.
- Contribute ideas, thoughts, tactics and solutions that result in growth and excellence in service.
- An ability to develop and execute marketing initiatives.
- Maintain a clean environment and be aware of department needs including maintaining a food safe environment, preparing ahead for upcoming functions, rotating stock, being aware of inventory levels and managing food waste.
- Create a sense of “team” while working in the Food Service Ministry
- Be a role model for excellence in customer service and safety
- Lead staff and volunteers to ensure café / catering processes and procedures are being followed

**REQUIREMENTS**

- Relevant hospitality industry or similar experience is an asset.
- Understand, support and live out CSC’s Membership Covenant and Statements of Faith
- Adherence to CSC’s mission and vision, and uphold the Personnel Policies, Code of Conduct, Job Performance Expectations, Team Values, Lifestyle Agreement and Staff Expectations of CSC.
- Strong administrative skills must include Microsoft Office and Outlook
- Assist in the fulfillment of food service requirements for all internal (ministry areas) and external (events, meetings, conferences) customers at all CSC locations through established processes.
- Follow through with clients, creating positive experiences and repeat customers as well as working with the Director of Food Services to resolve any service related complaints or challenges.
- Flexibility is an asset, and shifts may vary dependent on business.
- Serve in other capacities as requested by the Director of Food Services.
- Follow established coaching and performance management models.
- Must be able to lift up to 40 pounds.
- Fluent in spoken and written English.
- Execute the role to the glory of God, with excellence and an exemplary work ethic.

**POSITION**

FT / Hourly

**SUPERVISOR**

Director of Food Services

**POSITION SALARY**

According to CSC salary guidelines