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## **Job Title: Crafted Coffee, Café Manager, DSCC JNC (Covington)**

**Business/Location:** DSCC Jimmy Naifeh Center, Covington

### **Requirements:**

- High school diploma or equivalent
- Additional certification (e.g., in Business Administration or Hospitality) is a plus
- Work experience as a Cafe Manager or Barista
- Hands-on experience with professional coffee equipment
- Excellent math skills and great with computers
- Excellent communication skills with the ability to manage and motivate a team

### **Responsibilities include but are not limited to:**

- Hiring, training, scheduling, and managing small staff.
- Provide excellent customer service, resolve complaints, and answer questions.
- Monitor stock levels, order supplies, and maintain inventory records.
- Manage cash operations and ensure proper accounting procedures.
- Ensure compliance with health and safety regulations.
- Safeguard consistency in taste, smell, and appearance.
- Collaborate with owner, library staff, and college staff in developing events, specialty and promotional menus, and social media campaigns (including text message marketing).
- Monitor COGs and payroll, always working to improve profit margins.
- Maintain a clean, neat, orderly, and functional café.
- Capable of lifting 50 lbs. unassisted and standing for 8 hours a day.

**Contact Information:** Sarah at [craftcoffeehousetn@gmail.com](mailto:craftcoffeehousetn@gmail.com)

**Send Resume to:** Sarah at [craftcoffeehousetn@gmail.com](mailto:craftcoffeehousetn@gmail.com)

Do you need help developing a resume or cover letter? Could you use some tips to prepare for an interview? Contact Carol Pham, Career Counselor, at 901-475-3105 or email at [cpham@dsc.edu](mailto:cpham@dsc.edu) or contact Ms. Carmen Pfeifer, Counselor/Career Services Coordinator at 901-475-3137 or email [pfeifer@dsc.edu](mailto:pfeifer@dsc.edu). Check out the DSCC [Career Counseling](#) webpage. Upload your resume to: [www.jobs4tn.gov](http://www.jobs4tn.gov).