

**Job Description**  
William J. Gould Associates, Inc  
**Roadside Café & Store Manager - Level III**

Reporting to the Rotating Coordinators' Chair, this position is responsible for the successful operation of the Gould Farm Roadside Store and Cafe, where the public and farm community can receive quality food and service as well as the products we market. This position is responsible for the operation of the café which includes the management of budget and reporting, inventory, café environment, work schedules, staff performance and guest responsibilities, menu and food service, safety and sanitation. Must be willing to promote the values and spirit of Gould Farm, to actively participate as a member of the community and to continuously seek ways to improve, both self and function.

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

- Establishing and implementing the standards and expectations of staff and guests to provide high quality service to customers of the Roadside Café.
- Ensuring the maintenance of a year round seasonal market place through which the Farm's products and services are made available.
- Providing leadership and performance management to staff and guests in the smooth day-to-day operation of the restaurant, including planning of work schedules, maintaining a clean, efficient, organized and safe work environment.
- Training new guests and staff in food service and monitoring the quality of the work program to ensure that it offers supportive, developmental and challenging work for staff and guests.
- Coordinating work program communications with other work leaders and guests.
- Providing daily and long-term priorities and implementing actions required to achieve the priorities.
- Preparing and managing an operating budget to achieve annual sales goals, inventory control, managing the seasonality of the Café business, and marketing the products for sale.
- Providing timely financial reporting, daily cash reports, monthly charges and inventory reports to the financial office
- Managing the ordering, delivery, stocking and organization of inventory for the Café and Store.
- Attending and participating at regularly scheduled staff, clinical, work team, guest planning and community meetings

- Communicating to and seeking feedback from the larger community regarding food service and product related issues.

**Qualifications:** This position requires 4-6 years experience in food preparation and restaurant management, managing a small business, planning, scheduling and supervising the work of others. Excellent communication skills and the ability to integrate customer feedback into a continuous improvement initiative are essential. Ability to give and receive feedback. Valid driver's license and safe driving record are important.

**We are currently reorganizing this program and seeking interested applicants for these types of Café/Store/Foodservice positions for the near future.**