



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA OF LANSING

### Café Manager

**General Function:** Under the supervision of the Associate Executive Director, the Café Manager is responsible for organizing and managing the day-to-day operations of the Westside café.

#### **Duties and Responsibilities:**

1. Managing day-to-day operations of the café.
2. Hiring, onboarding, scheduling, and training café staff.
3. Monitor and maintain records of daily, weekly, and monthly expenses and revenue.
4. Coordinate with vendors and order supplies as needed.
5. Assist with menu items and ideas based on seasonality and customers' preferences in addition to providing variety to meet dietary needs.
6. Advise staff on resolving issues with clients and delivering excellent customer service.
7. Ensure all café areas are clean and tidy.
8. Nurture friendly relationships with customers to increase loyalty and boosts reputation.
9. Other duties as assigned

**Salary:** \$15-17/hr based off experience; part-time work schedule with a maximum of 28 hours a week.

#### **Benefits:**

- Free YMCA Adult Membership
- 25% discount on program fees for themselves up to \$300 per year
- 14% retirement contribution upon eligibility
- Paid medical leave based on status and hours worked
- Paid YMCA risk required trainings

#### **Job Requirements:**

- High school diploma or equivalent.
- Work experience in the food service industry preferred, business administration or hospitality a plus.
- Must have a dynamic engaging personality with strong relationship building skills.
- Possess strong organizational and communication skills with a customer service attitude.
- Strong self-starter and ability to work independently with minimal supervision.
- Proficient in Microsoft Office and experience with databases.
- Ability to track, record and ensure privacy of participant for data collection.
- Promote and represent the mission and core values of the YMCA of Lansing.
- Must be available for some evening and weekend community events.
- Completion of YMCA trainings within a required time frame.

#### **Physical Demands**

While performing the duties of this job, the employee is often required to: bend, stoop, kneel, twist, reach with hands, sit, stand for an extended period of time, lift and/or move up to 40 pounds, have finger dexterity, grasp, perform repetitive motions, talk, hear and have visual acuity.

#### **Disclaimers:**

- Must complete successful background screening and drug test for YMCA and all other off-site screenings for partnering organizations.
- This job description may not be all-inclusive and employee is expected to perform all other duties as assigned by direct management which may be modified when deemed appropriate by management.

**Apply in person at any YMCA of Lansing location or online @ [www.lansingymca.org/jobs](http://www.lansingymca.org/jobs)**