



JOB **Operations Manager,**
DESCRIPTION: **Caffe Panna**

April 2021

SUMMARY:

Founded in 2019, Caffe Panna is a single unit Italian inspired ice cream shop, serving made-in-house pints, scoops, and affogato sundaes in creative flavors that change weekly. Our loyal local guests return weekly for every new flavor we create (both in our shop and for our wholesale partners), while our nationwide following anticipates each new monthly ice cream pack shipped via Goldbelly. This job opportunity is to help grow the ongoing excellence in product and hospitality of this beloved brand.

The Operations Manager of Caffe Panna will oversee the success of all store operations, including in-house production, guest-facing service, nationwide shipping, and wholesale order fulfillment. The Operations Manager reports directly to Caffe Panna founder, Hallie Meyer (HM), and leads the hourly team in our joint effort to provide outrageously hospitable and unexpectedly delicious ice cream experiences to guests in NYC, customers nationwide, and wholesale partners. The Operations Manager is a servant leader who embodies and advances the values of Caffe Panna's team environment by hiring, training, supporting and empowering a diverse group of colleagues to achieve their greatest potential as individuals and as a team.

Leadership

- Overall: YOU are the reason that the team loves coming to work every day even more than they already do, providing training and leadership to develop the team, all while ensuring the excellence and accuracy of service, production, and order fulfillment at Caffe Panna.
- Hire and train new staff according to Caffe Panna's standards for uplifting hospitality skills and product excellence.
- Ensure effective training programs for all roles at Caffe Panna (Production, Front of House, Fulfillment, with emphasis on FOH).
- Provide ongoing generous feedback to the team via brief daily pre-shift meetings, in-service notes, and 90-day one-on-one check ins.

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- Manage the team and hold each individual member accountable for excellence and hospitality, applying disciplinary action when necessary, according to the guidelines in the Caffe Panna handbook, the daily checklists, and other standards set by HM.
 - Guide FOH in staying true to our legendary guest-facing warmth, resulting in repeat customers and increased shift efficiency.
 - Create goals for team members in conjunction with pay raises, ensuring that there is a growth path for everyone.

Operations

- Overall: ensure that Caffe Panna runs smoothly, efficiently, and beautifully, as both of our functions: an ice cream production factory and a sparkling guest-facing ice cream shop.
- Ensure quality control in all aspects of our business.
- Create and ensure the completion of weekly and daily FOH notes documents.
- Bridge communication between Production team and FOH team in terms of ice cream product inventory and all overlapping operations.
- Coordinate the team's schedule with Caffe Panna payroll department.
- Oversee accurate weekly inventory and coordinate with HM on purchasing (production ingredients, disposables, etc).
- Know the whole store's inventory (both products and purchased items) like the back of your hand; ensure accurate post production "leftover lists" sent HM to inform weekly specials and/or "extra production".
- Ensure that all ice cream pans and pints are stored correctly and sold according to the production and menu plan set forth by HM.
- Maintain the excellence of the physical space by enforcing checklists, continuously revising and re-delivering them when the team requires more training or when the operation changes.
- Address repair and maintenance issues in a timely manner
- Propose and execute solutions to improve service, storage, and production processes.
- Ensure an "A" letter grade on DOH inspection (with assistance from HM and team).
- Assist HM with email customer service inquiries pertaining to active orders.

Qualifications

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- At least 3 years of people management experience, preferably in the hospitality industry.
 - Willing to work evenings and weekends
 - Demonstrated sensitivity and open-mindedness to different kinds of people, with a core belief that diversity will make our team stronger and the work experience richer.
 - A positive, can-do attitude towards work and problem-solving, understanding where to delegate for the best results.
 - Demonstrated ability to create processes and policies and drive adherence to rigorous standards
 - Excellent references from former employer and employees
 - Empathy - excellent communication and listening skills, both with team and guests. Constant, proactive communication; "no surprises".
 - Entrepreneurial spirit - self starter with a desire to be excellent, create solutions, and build more business.
 - Integrity - always does the right thing, even when no one is looking
 - Humility - welcomes constructive criticism with grace and gratitude, possesses the confidence to remain humble when learning new information from team members and other stakeholders.

Compensation & Benefits

- Annual salary 75k-90k based on experience
- NY Paid Sick Leave
- Health Benefits
- Opportunity to grow with a fast-growing startup concept
- Free scoops and coffee