

Job Posting

Operation Manager - Cafe de Grace Canvas

CCM Vision: Reaching the Chinese to reach the world

Mission Statement: Holistic Caring. Gospel Proclaiming. Life Transforming

Café Mission:

- (1) Core Values: Supporting and encouraging of potential artists and startup businesses in art and culture development.
- (2) CSR (Corporate Social Responsibility): To contribute to one's social responsibility by supporting teens with special needs to be employed as staff in the cafe

Job Title: Operation Manager

Location: CCM Cafe de Grace Canvas in Montreal

Employment Type: Full-Time, 37.5 hours per week

Reports To: Centre Director, CCM Montreal Centre

Job Summary

The Operation Manager should oversee all aspects of the café's operations. Formulating strategy, improving performance, procuring material and resources and securing compliance. Mentoring your team members, find ways to increase quality of customer service and implement best practices across all levels. Hiring volunteers for events, managing a team, supervising the events themselves, communicating with Centre Director, identifying and fixing problems quickly, fortifying processes, managing F&B, menu planning, and maintaining inventory and more. Additionally, the manager will coordinate with vendors, monitor budgets, and work to improve profit margins.

Roles and responsibilities (include but not limited to):

1. Working closely in a supervisory role with staff members, overseeing scheduling, monitoring productivity
2. Oversee scheduling of staff members and be able to quickly find replacements in the event of a staff member being sick or absent.



3. Providing feedback to ensure that staff are providing the best experience possible to customers.
4. Work closely with customers to answer questions and listen to feedback regarding customer experience such as food quality, program enjoyment, event rundown and customer service before working to resolve feedback promptly.
5. Listen to customer preferences and make suggestions for program-related items
6. Monitor budgets, including expenses, sales, and profit margins.
7. Track and maintain inventory to ensure that supplies are available as needed.
8. Experience working in various roles within a cafe and be available to work flexible shifts including weekends and holidays.
9. Increase the profit margins of cafe through different art and culture programs and to establish a loyal customer base to make the café a local hotspot for the community.
10. Perform maintenance and repairs on equipment, process payments, submit bank deposits.
11. Maintain a clean and presentable environment within the café.
12. An ideal candidate will have acquired both management and leadership skills and will be able to ensure that all duties within the café are executed with customer service in mind.

Requirements/Qualifications

1. High school diploma or GED with special consideration given to those with additional education. A degree in Business Administration or Business Management is preferred.
2. Must have a food handler's license and be aware of regulations concerning food health and safety.
3. The candidate must understand and support CCM Canada's mission and faith statements.

Skills/Experience

1. Experience working in the food or hospitality industry. Managerial experience preferred.
2. Proven management skills with exemplary organisational, time management, communication, and customer service skills

Join Us

Applications should be submitted with a cover letter and resume via email to Janet Jim (jjim@ccmcanada.org), Executive Director of CCM.

Note

We thank all candidates for their interest. However, only those selected for interviews will be contacted.

