**JOB POSTING**

**JOB TITLE:** JJ's Bark & Bean Assistant Manager/Head Barista 11.2026
**REPORTS TO:** Executive Director of Veterans Outreach Center
**STATUS:** Full-time Regular; 30-37.50 hours/week; Non-exempt
**PAY RATE:** $25.00/hour

*The JJ's Bark & Bean Assistant Manager/Head Barista supports the Cafe Manager in the successful operation of JJ's Bark & Bean while serving as the lead barista and a hands-on shift leader. Responsible for delivering excellent beverages and customer service, training and coaching baristas, supporting staff scheduling and workflow, maintaining food-safety and cleanliness standards, and helping ensure the cafe operates efficiently and professionally. In the Cafe Manager's absence, the Assistant Manager/Head Barista provides on-site leadership and helps resolve operational and customer-service issues.*

**PRIMARY FUNCTIONS:**

• Prepare and serve high-quality coffee, espresso, tea, and other cafe beverages according to established recipes, presentation standards, and service expectations.
• Serve as the cafe's lead barista by modeling excellent beverage preparation, speed, hospitality, cleanliness, and professionalism.
• Train, coach, and support baristas in drink preparation, equipment use, customer service, point-of-sale procedures, opening/closing routines, sanitation, and cafe standards.
• Support the Cafe Manager with daily operations, staff deployment, shift coverage, scheduling needs, workflow, and communication with team members.
• Act as the manager on duty when assigned or when the Cafe Manager is unavailable, making sound operational decisions and escalating significant concerns as appropriate.
• Create a welcoming, inclusive, service-focused environment for customers, staff, veterans, and community members.
• Address customer questions and concerns promptly and professionally and assist with service recovery when needed.
• Monitor product quality, beverage consistency, service times, and presentation; provide real-time coaching and corrective guidance to maintain standards.
• Assist with ordering, receiving, stocking, rotating, and monitoring coffee, food, paper goods, retail items, and other cafe supplies.
• Help maintain appropriate inventory levels, minimize waste, and communicate product or equipment needs to the Cafe Manager.
• Follow and reinforce all food-safety, sanitation, health-code, cash-handling, and workplace-safety requirements.
• Ensure workstations, customer areas, storage spaces, and equipment are maintained in a clean, organized, and safe condition throughout each shift.
• Perform opening and closing responsibilities, including cash/POS procedures, cleaning, stocking, equipment checks, and securing the cafe as assigned.
• Demonstrate commitment to the principals of the Sanctuary Model, which is used as a blueprint for clinical and organization change and promotes safety and recovery from adversity through the active creation of a trauma-informed community.
• Support implementation of cafe procedures, menu changes, seasonal offerings, promotions, and other operational improvements.

**PRIMARY FUNCTIONS continued:**

• Communicate effectively with the Cafe Manager and VOC leadership regarding staffing, customer feedback, maintenance concerns, inventory needs, and operational issues.
• Assist with special events, promotions, catering or community activities involving JJ's Bark & Bean and Veterans Outreach Center.
• Demonstrate VOC values through respectful, dependable, service-oriented interactions and support the mission and community presence of JJ's Bark & Bean.

**PREFERRED QUALIFICATIONS:**

• Two or more years of barista, cafe, restaurant, hospitality, or related food-service experience; lead barista, shift-lead, or supervisory experience strongly preferred.
• Demonstrated proficiency in espresso preparation, milk steaming, beverage quality, and cafe workflow.
• Ability to train and coach employees while setting a positive example through hands-on leadership.
• Strong interpersonal and communication skills with the ability to work effectively with customers, coworkers, vendors, and community partners.
• Ability to remain organized, calm, and solution-focused in a fast-paced customer-service environment.
• Dependable and flexible, with the ability to work a schedule based on cafe needs, including opening/closing shifts and occasional weekends, events, or holidays as required.
• Demonstrated knowledge of food-safety, sanitation, cash-handling, point-of-sale, inventory, and basic cafe operating procedures.
• Ability to use sound judgment and assume shift leadership responsibilities in the Cafe Manager's absence.
• SERV Safe or comparable food-safety certification preferred, or willingness to obtain certification within a reasonable period after hire.
• High school diploma or equivalent required; additional education or training in hospitality, food service, coffee, or business operations is a plus.
• Commitment to the mission and values of Veterans Outreach Center and to creating a welcoming environment for veterans and the broader community.
• Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.***
***Veterans of the U.S. Armed Forces are encouraged to apply.***