JOB POSTING

JOB TITLE: JJ's Bark & Bean Cafe Manager 11.2026
REPORTS TO: Executive Director of Veterans Outreach Center
STATUS: Full-time Regular; Exempt
PAY RATE: $58,000 - $62,000 annually

The JJ's Bark & Bean Café Manager is responsible for the overall leadership, daily operations, customer experience, financial performance, and community presence of JJ's Bark & Bean. The Manager creates a welcoming, mission-aligned environment while ensuring high standards for food and beverage service, cleanliness, safety, staffing, and operational efficiency.

PRIMARY FUNCTIONS:

- Lead all day-to-day café operations, including opening/closing procedures, cash handling, point-of-sale operations, inventory, ordering, receiving, and vendor coordination.
- Recruit, train, schedule, coach, supervise, and evaluate café staff; establish clear expectations and foster a positive, respectful, accountable team culture.
- Deliver an exceptional guest experience by maintaining high standards for hospitality, product quality, speed of service, and issue resolution.
- Maintain appropriate inventory levels; monitor food, beverage, retail, and operating supplies; minimize waste and control costs.
- Monitor sales, labor, purchasing, and other operating expenses; support budgeting, reporting, and achievement of financial and operational goals.
- Ensure compliance with applicable food safety, sanitation, health, workplace safety, and employment requirements; maintain required records and certifications.
- Develop and maintain standard operating procedures for café operations, customer service, cleaning, safety, and staff responsibilities.
- Coordinate promotions, special events, community engagement, and partnerships that increase awareness of JJ's Bark & Bean and support Veterans Outreach Center's mission.
- Collaborate with VOC leadership and departments on marketing, purchasing, facilities, technology, events, and other operational needs.
- 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.
- Maintain the café, service areas, equipment, furnishings, and customer spaces in a clean, safe, attractive, and professional condition.
- Respond calmly and effectively to staffing, customer service, equipment, supply, and operational issues and communicate significant concerns promptly to leadership.

PREFERRED QUALIFICATIONS:

- Three or more years of progressively responsible experience in café, restaurant, hospitality, retail food service, or a related customer-service operation; supervisory or management experience strongly preferred.
- Demonstrated ability to lead, coach, schedule, and hold staff accountable while building a collaborative and service-focused workplace.
- Knowledge of food and beverage operations, inventory management, purchasing, cash controls, point-of-sale systems, sanitation, and customer service.

PREFERRED QUALIFICATIONS continued:

• Strong organizational, planning, problem-solving, and time-management skills with the ability to manage multiple priorities in a fast-paced environment.
• Strong written and verbal communication skills and the ability to interact professionally with customers, staff, vendors, community partners, and agency leadership.
• Ability to analyze basic sales, labor, inventory, and expense information and use data to improve operations.
• ServSafe Manager certification, or ability to obtain within a reasonable period after hire, preferred.
• High school diploma or equivalent required; associate's or bachelor's degree in hospitality, business, food service management, or a related field preferred.
• Commitment to Veterans Outreach Center's mission and to creating an inclusive, welcoming environment for veterans, families, staff, and community members.
• Availability to work a flexible schedule as operational needs require, including occasional early mornings, evenings, weekends, and special events.
• 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.