



JOB DESCRIPTION

Food and Beverage Manager

Location: Portland, OR

Position Category: Full-time, Regular

Employee Type: Salaried, Exempt

Reports to: Managing Director

Planned Store Hours: Monday to Sunday, 7 a.m. – 9 p.m.

Work schedule: varied; 40 hrs/week

Salary: \$65,000/year

Organization:

Literary Arts is a community-based nonprofit arts organization located in Portland, Oregon. Our mission is to engage readers, support writers, and inspire the next generation with great literature.

Our programs create opportunities for readers and writers of all ages and walks of life to engage with stories. We provide programs in concert halls, classrooms, our community space, and on the radio. Literary Arts is committed to remaining a dynamic and responsive organization that will continue to evolve with our community's needs and deepen our equity work across all our programs.

The Position:

As the Food and Beverage Manager, you will be responsible for managing the café baristas, coffee and beverage services throughout the retail space of Literary Arts, and overseeing the café during busy times within the café and bookstore as well as during private events.

Essential Duties and Responsibilities:

- Maintain knowledge of all café offerings
- Train barista team on the menu and tasks needed to run the café, including how to properly handle, maintain and sanitize equipment in work/dining areas.
- Create weekly schedules and manage time and attendance of café team.



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- Manage inventory and PAR sheets for café and supplies to ensure we are stocked for service.
- Adhere to all food safety and OSHA regulations and quality controls.
- Role model customer service behaviors and expectations to team and peers.
- Work with the Literary Arts teams to coordinate events, drink and food specials and other touch points to create a relaxing café vibe.
- Update signage and screen displays as needed.
- Enjoys preparing beverages for and interacting with customers and employees.
- Manage and maintain café budget.
- Maintain highly organized and welcoming workspace.
- Other duties as assigned.

Skills and Competencies:

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying. Please be clear and specific about how your background is relevant. Literary Arts acknowledges and celebrates all types of learning: academic, career and on-the-job training, as well as volunteer and military service.

- 3+ years' experience in café/food and beverage management and customer service.
- Entrepreneurial mindset in opening Literary Arts' first ever café.
- Hospitality mindset and passion for coffee and good food.
- Strong customer service, communication and interpersonal skills.
- Valid Food Handlers Permit required by start date.
- Valid OLCC credentials required by start date.
- Knowledge of Hazard Analysis and Critical Control Point (HACCP) and National Food Safety (NSF) guidelines.
- Commitment to literature and its place in our society.
- Ability to interact positively with people of diverse backgrounds.
- Fluent with Mac and Microsoft business applications.
- Fluent with Square as POS system for the café.
- Ability to set and meet deadlines and manage multiple tasks.
- Excellent communication skills, both written and verbal.
- Strong attention to detail.
- Ability to appropriately manage highly confidential information.
- Comfortable in an environment that acknowledges, encourages, and celebrates differences.

**Qualities:**

- Desire to communicate and collaborate with your team and cross-departmentally.
- Excitement to work in an environment that acknowledges, encourages, and celebrates differences.
- Attention to detail.
- Good sense of humor.
- Commitment to the mission of Literary Arts.

Job Conditions

Benefits: Literary Arts currently pays for health, dental, and vision coverage for each FTE employee, and offers a 401K program with employer match. Literary Arts also fully pays for short- and long-term disability insurance. All full-time employees begin with three weeks of paid vacation time, which increases to five weeks after five years of employment. We also provide three additional paid personal days off, in addition to observing approximately 12 paid holidays. As a registered nonprofit, the organization qualifies for public service loan forgiveness. Information on additional benefits is available upon request.

Store/Office Layout: The ground floor of this three-story building will be a retail space (bookstore/café) and open to the public. The Food and Beverage Manager will have access to a shared office on this floor. Retail staff will also have access to staff areas including a bike room, ADA shower, wellness room, and the open office space on the second floor with a shared breakroom, huddle rooms, and hoteling workstations.

Equipment Used: Square POS system for the café. MacBook, copier/printer, postage machine, and other standard office equipment. Literary Arts provides an adjustable office chair; a standing desk can be requested.

Physical Demands: Concentrated periods of computer keyboarding are required throughout the workweek. Extended periods of standing are required on the café and bookstore floor. Lifting of boxes and/or kitchen equipment and food transport will occur. In cases where the lifting is above 30lbs., you are required to solicit the help of another staff member to perform the task. Work is performed in a fast-paced and deadline-driven environment with frequent interruptions and reorganizing of priorities.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.



Application Information

To apply, please submit your resume and cover letter to operations@literary-arts.org with the subject line “Food and Beverage Manager”. **We will begin formally reviewing applications on November 11, 2024.**

After you submit your application materials, you will be invited to participate in a voluntary survey. Literary Arts is committed to DEI initiatives, and data collected from these surveys allows us to measure and show the progress we are making in a concrete way.

Literary Arts is committed to creating a diverse, inclusive, and equitable environment for our employees and volunteers. We welcome applicants from diverse backgrounds and experiences. We are an Equal Opportunity Employer.

For more information about Literary Arts, visit www.literary-arts.org.