

Training & Support

Bitty & Beau's Coffee

Overview

A **Training & Support Team Member** is part of the Operations Team. They will provide support for all Bitty & Beau's Coffee shops and help lead them to best in class operations. This role will support franchise owners and General Managers as they train, run and improve their shops.

The Training & Support Team Member will lead training for new hires including General Managers, Shift Supervisors and front-line workers. When not actively training, the Training & Support Team Member will assist with continuous improvements and initiatives system-wide.

Qualifications

- Must have an interest in food service, hospitality, and retail
- Previous operational experience is required, experience in coffee shop operations is a plus
- Prior experience with the disability community is not required, but it is imperative that you believe in the value, acceptance and inclusion of all people with disabilities, especially in the workplace
- Approachable & professional with every interaction
- Excellent communication, organization and leadership skills
- Superior critical thinking skills to identify challenges and develop action plans to address these in a timely manner
- Great time management skills and ability to execute multiple tasks and appropriately manage competing priorities
- Must be able to be mobile behind the coffee bar for extended periods of time
- Must be able to lift and mobilize medium to large items, up to 75 lbs., while utilizing appropriate equipment and safety techniques
- Full-time team members are expected to have open availability to meet the needs of the business– expect to travel frequently & for extended periods of time (3-14 days) to Bitty & Beau's Coffee locations for support

- Keeps up-to-date with operation's knowledge through use of operational tools and resources, encourages management teams to do the same, and builds team knowledge through effective training

Responsibilities

- Takes responsibility for ensuring the management team at each Bitty & Beau's Coffee location is knowledgeable in coffee shop operations through mentoring, training and daily support
- Contributes to a cache of necessary operational tools to better support management teams at all coffee shops
- Manages and monitors effectiveness of operations, suggesting changes when seen appropriate
- Ensures integrity of the brand by helping all shops maintain Bitty & Beau's Coffee guidelines and standards of conduct found in the Operations Manual
- Travels prior to the Grand Opening of each new Bitty & Beau's Coffee location to lead operational training and support to both management and employees
- Leads team operationally through training week, Grand Opening, and beyond – in-person, remotely, and through scheduled visits
- All Training & Support Team Members must be domiciled in Wilmington, North Carolina