



## Dialogue Store Manager *Job Description*

**Job Classification:** Non-Exempt, Full-time

**Work Schedule:** As negotiated in employment letter

**Reporting Relationship:** Director Dialogue Coffee House

### **Primary Accountabilities:**

The primary function of the Store Manager is to lead and manage daily store operations at Dialogue Coffee House. This includes supervising staff, maintaining quality customer service, managing training and shift coverage, ensuring operational efficiency, and supporting individuals with intellectual and developmental disabilities (IDD) in community engagement and employment. This position must uphold the mission of the Capper Foundation.

### **Major Duties:**

- Supervise and direct staff to ensure high-quality service and a welcoming customer experience.
- Responsible for opening and closing the store and maintaining leadership presence during all hours of operation.
- Oversees food and drink production, as well as store cleanliness.
- Train and coach new employees, including staff with disabilities, to support skill development and retention.
- Manage daily and weekly inventory of products and replenish as necessary.
- Maintains financial efficiency by managing the cash register and other computer systems.
- Ensure that there is always adequate staffing with leadership presence. This position will be responsible for covering open shifts.
- Provides coaching and direction to the store team to achieve goals.
- Daily and weekly inventory of products (milk, pastries, etc.). Ensures sufficient product is on site, travels to get more as needed.
- Routine contact with Dialogue Coffee Management team.
- Ensure that the store is well maintained, clean and always organized.
- Assists persons with IDD to secure and maintain competitive community engagement employment.
- Other duties as assigned.

### **Qualifications:**

- Read, write and speak fluent English
- High school diploma or GED equivalent
- Minimum of 2 years' experience in employment services
- Valid Kansas driver's license and proof of insurance
- Must be able to pass background checks per agency procedures

### **Training Requirements:**

- Must complete orientation training and maintain training certification based on agency procedures.
- Supported employment web-based training.



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### **Physical Demands:**

- Lift 50 pounds
- Bend, stoop, kneel, crawl and walk frequently
- Regularly required to speak and hear
- Regularly required to sit, stand, walk, reach and use hands
- Ability to read computer screens for an extended period of time

### **Work Environment:**

- Direct contact with individuals who are severely physically and/or developmentally disabled and who may exhibit unpredictable behavior and uncontrollable outbursts. The physical characteristics of the work environment are such that noise and odor control procedures are required. May work with individuals with Hepatitis B and/or other blood borne pathogens.

### **Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

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Employee Signature

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Date

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Supervisor Signature

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Date