



Director Dialogue Coffee House  
*Job Description*

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

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

**Reporting Relationship:** Chief Administrative Officer

**Primary Accountabilities:**

The Director Dialogue Coffee House Operations provides strategic leadership and oversight for the operational and business functions of Dialogue Coffee House (DCH), ensuring excellence in visitor experience, staff performance, and financial efficiency. This position leads, supports, and supervises key staff to ensure alignment with the mission of the Capper Foundation. The Director is accountable for operational strategy, staffing and performance oversight, financial outcomes, and training systems.

**Major Duties:**

- Lead DCH operations, ensuring alignment with organizational values and strategic goals.
- Supervise and support the Kitchen Manager to ensure effective day-to-day operations and inventory control; actively contribute to creating a supportive, inclusive environment for individuals with intellectual and developmental disabilities (IDD), and provide coverage or direct support in the kitchen as needed.
- Ensure effective day-to-day operations, inventory control, financial accuracy, and customer service excellence.
- Set operational priorities with assistance from the Senior Leadership Team, leading process improvements and ensuring standard operating procedures are followed across locations and teams.
- Monitor store performance metrics (sales, costs, service levels) and adjust strategies to optimize performance.
- Oversee recruitment, staffing levels and personnel development in collaboration with the CAO.
- Evaluate and refine the training program framework to support employee growth and service excellence.
- Oversee scheduling systems to ensure appropriate coverage during peak and off-peak hours.
- Maintain a positive work culture that promotes teamwork, inclusion, and professional growth.
- Provide leadership in developing and monitoring the annual budget for DCH operations.
- Oversee payroll systems and financial procedures, including cash handling, POS transactions, deposits, and reconciliations.
- Plan community facing events such as Abilities Day and Coffee Flights to build awareness and engagement.
- Collaborates with the Development and Marketing teams to create engaging content for newsletters, social media, and promotional campaigns.
- Support strategic purchasing and vendor management to control costs and maintain adequate inventory levels.
- Ensure regular inventory audits and reporting are completed efficiently and accurately.
- Ensure the DCH team is operationally prepared for special events, promotions, and community initiatives.



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- Serve as an operational advisor to support the success of outreach activities, while maintaining focus on DCH's core service delivery.
- Other duties as assigned.

### **Qualifications:**

- Bachelor's degree in Nonprofit Management, Business Administration, hospitality, marketing, or a related field or equivalent related experience.
- Proficiency supervisory experience and leadership in customer facing environment.
- Strong background in staff development, supervision, and performance management, with a commitment to fostering inclusive and supportive work environments.
- Excellent interpersonal and communication skills, with the ability to build relationships across internal teams, community partners, and stakeholders.
- Ability to multitask and manage deadlines.
- Proficiency in point-of-sale (POS) systems, scheduling tools, and office productivity software.
- 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.

### **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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date