



Dialogue Coffee House
Floating Shift Lead
Job Description

Job Classification: Non-Exempt, Part-time

Work Schedule: As negotiated in employment letter

Reporting Relationship: Director of Dialogue Coffee House & Workforce Training

Primary Accountabilities:

The primary function of the Floating Manager is responsible for providing coverage for open shifts across store and kitchen operations. This role supports day-to-day operations when the Store Manager or other business leaders are not on-site and helps ensure consistent, high-quality service. The Floating Shift Manager upholds the mission and values of the Capper Foundation while maintaining a safe, welcoming, and well-organized environment for customers, staff, and individuals served.

Major Duties:

- Provide coverage for open shifts, including kitchen and front-of-house operations.
- Open and close the store as assigned.
- Ensure customers, employees, and participant safety and security.
- Comply with all health, safety, and sanitation regulations.
- Prepare beverages and food items and accurately handle cash transactions.
- Maintain a clean, organized, and well-maintained store environment.
- Communicate customer feedback and operational needs to management
- Work flexible schedules, including early mornings, evenings, and weekends.
- Perform other duties as assigned

Qualifications:

- Read, write and speak fluent English
- High school diploma or GED equivalent
- One year of retail experience preferred
- 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



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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.

Employee Signature

Date

Supervisor Signature

Date