

# SEATTLE COFFEE WORKS

## Team Development Manager

Do you love specialty coffee? Are you ready to take on the Retail Operations Management of a smaller company with an interesting story and a bright future? Do you love to mentor and grow people and teams? Are you looking for the next challenge in your career that has meaning and purpose? If you answered YES to these questions, then this might be the perfect opportunity for you!

Seattle Coffee Works, one of Seattle's most innovative coffee roasters, is seeking an experienced and passionate **Team Development Manager (TDM)** to help build our growing coffee story. What's our story you ask? With our four stores plus roastery and bakery, we are about amazing coffee, kind people and cozy spaces. We have a robust portfolio of Direct Trade partners and coffees, and a vision to Make Coffee Better. We aim to take coffee hospitality to the next level. To do that, we need the best team. Every amazing team needs to have a strong coach. That's where you come in.

The TDM works with around 20 mostly full-time team members to further their growth as Coffee Bar Professionals. The TDM meets regularly with assigned team members to coach them along their professional journey at Seattle Coffee Works. The TDM facilitates regular meetings with our cafes' Home Teams, who implement many of the day-to-day tasks of running our cafes (ordering, receiving, etc.). The TDM helps these individuals work productively as a team to grow our cafe business and enhance their professional understanding and leadership ("soft") skills.

As part of the management team, the TDM will work with fellow TDMs and other department managers to solve issues related to the team and its members, the business, and growth opportunities. The TDM is responsible for team-specific retail operations including payroll, punch approval, recruiting, and reviews.

The ideal candidate has 2+ years of leadership experience in a customer service, educational, or nonprofit environment. Prior coffee or food hospitality experience is required. Managers must complete our extensive coffee training, so a deep curiosity about coffee and a willingness to learn is an absolute must!

For the right candidate, this is an opportunity to grow into the Retail Operations Lead for all of Seattle Coffee Works.

### Coaching

One-on-one meetings with team members, Home Team meeting facilitation (using the EOS L10 Meeting format), planning and facilitating All-hands meetings, individual guidance, team-building, professional communication, and conflict resolution.

### Retail Operations Management

Coordinating the completion and discussion of peer reviews for prospective hires, new hires, and current team members. Working as part of the management team to create schedules, approve time punches, administer payroll, and manage human resources issues.

### Operations

Guide, develop, and empower the team to implement ongoing operations tasks, as well as solve spontaneous issues such as last-minute team call-outs, facilities and equipment breakdowns. Provide backup as needed to ensure continuous operations and quality customer service.

**What the Successful Candidate will have:**

- 2+ years' experience in a leadership position, in a hospitality, customer service, educational, or nonprofit environment
- Excellent written and verbal communication skills
- Good with numbers
- Coffee or food hospitality experience required
- Background in teaching, leadership development, or program management preferred
- Detail oriented and meticulous
- Bachelors' degree required
- Demonstrated experience leading and coaching teams
- Proficient computer skills including Microsoft Word and Excel
- Excited to listen to and learn from our outstanding team

**Seattle Coffee Works has Outstanding Benefits including:**

- Competitive salary package with bonus opportunities
- Generous paid time off
- Health & Dental insurance
- 401k plan
- Public transportation pass
- Five-year sabbatical
- Continuing learning opportunities
- Travel to learn more about our farmers
- Best coffee in town for FREE!

If you feel you have what it takes to help grow our business and take us to the next level, please submit your resume and a cover letter explaining why you are the right person for this opportunity to [careers@seattlecoffeeworks.com](mailto:careers@seattlecoffeeworks.com).