



JOB DESCRIPTION

Position	Department	Reports to
General Manager	Gateway Restaurant	Social Enterprise Director
Employment Status/Schedule	FLSA Status	Salary Level
Full Time	Exempt	4
Location	JD Number	Last Update
Gateway Spoon Café & Grill	70-01	7-19-22

Purpose/Mission/Vision

Gateway Mission is a 501 (c) (3) non-profit ecclesiastical ministry operating under the direction of a volunteer Board of Directors elected from a broad cross-section of Christians in the community. Our mission is to declare and demonstrate the love of Jesus by providing housing and programs for the homeless and less fortunate. Our vision is to equip each person we serve to follow Jesus and live as a productive citizen. Gateway Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Gateway Mission have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, Core Values, Statement of Faith, and Qualifications for Employment upon hire and continuously while employed. Employees are encouraged and expected to share the Gospel as opportunities arise.

Position Summary

The General Manager's role is to lead the Gateway Spoon Café & Grill team in a manner that promotes job skill training, positive community connections and raises organizational revenue support; as well as manage the day-to-day operations and special catering events.

Essential Duties & Responsibilities

- Recruit, hire, train and evaluate Gateway Spoon staff.
- Ensure adequate staffing for all Gateway Spoon functions (daytime operations and special events).
- Provide excellent customer service/experience and train employees to do the same.
- Supervise all Gateway Spoon activity assisting with back of house and front of house as needed, as well as evening catering events.
- Ensure all food service operations at the Gateway Spoon meet and exceed the requirements and standards of the Ottawa County Health Department.
- Adhere to all safe food/beverage handling procedures and train staff to do the same.
- Develop and maintain a food/beverage inventory system with regular audits ensuring food safety and minimizing waste.

- Partner with food/beverage vendors to ensure good stewardship of the business resources.
- Work with Social Enterprise Director to develop annual budget and long-range plans for Gateway Spoon.
- Meet regularly with the Social Enterprise Director to review the functions of Gateway Spoon; attend Social Enterprise management team meetings, organization wide staff meetings and training as assigned.
- Handle customer complaints.
- Follow organizational standards to manage and report daily cash/sales, payroll, and gratuities.
- Ensure Gateway Spoon is maintained in a clean and immaculate condition reflecting the reputation of the Gateway Mission.

Personal Qualifications

- Practicing believer in the Lord Jesus Christ
- Be an active member of a local evangelical church community
- Desire to meet the physical needs and spiritual needs by sharing the good news of the Gospel

Education/Experience

- Minimum college degree, culinary training, or experience equivalent
- Minimum 3 – 5 years restaurant management or related experience preferred
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

Skills and Abilities

- Strong organizational skills, with ability to manage staff, food/beverage inventory, sales and financial reporting, training, and events/promotions simultaneously and effectively, while meeting deadlines
- Strong interpersonal and communication skills – written, verbal and electronic
- Strong leadership skills, able to lead, train and manage staff to achieve departmental goals, while exhibiting servant leadership
- Ability to deliver an outstanding customer experience
- Ability to obtain Serv Safe certification
- Ability to establish and maintain effective working relationships with community partners, vendors, volunteers, and staff.
- Strong computer skills (Microsoft Office 365, Outlook, data entry, point of sale, inventory management)

Physical Activities/Demands & Work Environment

- Stand, walk, reach, lift regularly; bend, crouch occasionally to perform job functions
- Manipulate, handle, feel, and control items or equipment
- Read, write, and interpret written documents
- Lift and move objects weighing up to 50 pounds regularly
- Moderate exposure to environmental hazards including heat, noise, fast paced conditions.

2 Timothy 3:16-17 “All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)

Employee Signature _____

Date _____

Disclaimer This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform and other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and are subject to possible modification to reasonable accommodate individuals with disability. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed are the minim levels of knowledge, skills, or abilities. This document does not create an employment contract implied or otherwise, other than an 'at will' relationship.

Gateway Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.