



Job Title: Front of House Manager – Full Time Position

Our Mission: 541 Eatery & Exchange is a non-profit organization where everyone has access to excellent food. We operate a pay-it-forward system that ensures daily access to food and beverages for every patron regardless of their ability to pay. We address isolation and loneliness by creating space for people to connect.

Position Description: Embodying the mission of 541 Eatery & Exchange, this role is responsible for supervising, training, and supporting Front of House staff and volunteers of varying skill levels and abilities. This Manager will work alongside staff to maintain all Front of House operations and their tasks will include ordering supplies, maintaining equipment, tracking inventory, and fostering a safe, hospitable, and equitable environment for all patrons.

Rate of Pay: \$21/hr + benefits + 15 paid vacation days

Estimated Hours: 37.5 hrs/week (includes some Saturday hours)

Reports to: Operations Manager

Role and Responsibilities

1. Fostering a climate of respect and cooperation between all coworkers — both staff and volunteers.
2. Training, supporting, and supervising all Front of House supervisors, servers, and volunteers.
3. Compassionate support for community members in situations of distress (could look like building trust in relationships, offering mental health check-ins, and providing dignified care to people who use drugs.)
4. Responding to critical incidents using non-violent and de-escalatory means or supporting staff in responding to critical incidents, including debriefing and follow-up reporting.
5. Ensuring volunteers and staff practice safe hygienic food handling and drink preparation at all times.
6. Consulting with back of house staff to ensure that baked goods are well-stocked.
7. Working with the Operations Manager to ensure volunteers are scheduled efficiently during service hours and that the volunteer program is accessible to all volunteers.
8. Quality control of beverages, including espresso drinks, lemonade, and iced tea made by staff and volunteers.
9. Training, scheduling, and managing volunteers, co-op students, and paid placements.
10. Organizing volunteer & donor appreciation events with the Executive Director and Operations Manager.
11. Order and receive supplies and stock for the Front of House.
12. Scheduling staff and volunteers including Front of House Supervisors, Servers, and Runners.

13. Consult, develop, and provide feedback on policy and oversee adherence by staff and volunteers.
14. Oversee Front of House maintenance tasks, including weekly garbage pickup, bathrooms, sharps removal, snow shoveling/salting, etc.
15. Coordinate staffing and supplies for events hosted in the space after business hours.
16. Collaborating with Kitchen Managers to plan, prep, and host community holiday dinners.
17. Must be able to expertly perform the duties of all other Front of House staff and volunteers, including cash, drink preparation, running dishes, bussing tables and washing dishes if needed.
18. Performing all other duties as assigned.

Knowledge and Skill Requirements

1. Excellent problem solving and organizational skills.
2. Previous experience working in a coffee shop or restaurant — management experience is an asset.
3. Previous education and experience in social services is an asset.
4. Training in crisis prevention and response is an asset (ie. First Aid, Mental Health First Aid, Nonviolent Crisis Intervention, etc.)
5. Previous experience coaching/teaching/managing young people and adults with varying personal and professional abilities.
6. Ability to relate to community members with a compassionate and empathetic approach.
7. Knowledge of social and environmental determinants of health and awareness of community resources.
8. Ability to manage frequent exposure to vicarious traumatic stress and occasional exposure to direct traumatic stress.

To apply: Please apply by emailing us at careers@fivefortyone.ca and attach your resume and cover letter. Only email applications will be considered (no direct messages on social media). We're grateful to all interested applicants, however, only those being considered for the role will be contacted.

541 Eatery & Exchange is a faith-based organization that exists to provide a space of belonging and excellent food to all. Our space, services, and employment are open to folks of every gender, race, religion, and sexual orientation.

541 seeks applicants who embrace our values and beliefs around respect for the dignity and diversity of our staff, volunteers, and community members. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis, and/or Inuit/Inuk, Black, racialized, a person with a disability, women and/or 2SLGBTQIA+.