



hon's|honey
a healing hive

Hon's Honey Marketplace Manager

Marketplace Manager works alongside production specialists in a social enterprise retail and barista position. They are responsible for coordinating all Marketplace activities, ensuring that goods are produced safely, and ensuring that themselves, as well as those they manage, are maintaining the high level of quality that consumers expect from our products.

Responsibilities

1. Supervise, train and assist employees in customer service, store maintenance, and product promotions consistent with Hon's Honey's values and trainings, ie. Workforce Development Supervisor.
 - a. Having a job description for each Marketplace employee, complete with goals consistent with their Hon's Honey Level and with input from Dominique (Workforce Development for HH).
 - b. Implement cross-training of employees to maintain productivity at all times.
2. Create a weekly schedule and get approval from the Production Manager and Business Manager prior to sharing with employees via text.
 - a. Schedule and coordinate the transportation of Curbside Orders and marketplace employees (Lyfts and Staff Support)
3. Maintain proper inventory levels, ensure stocking, implement purchasing plans and maintain contact with suppliers to ensure maximum efficiency in meeting sales goals.
 - a. Pastries - ordering twice a week and never keeping fresh pastries for longer than 48 hours (if they arrive on a Tuesday am, they cannot be sold past Thursday). They MUST be refrigerated at the end of the day.
 - b. Ingredients and all Paper Products - put an order in every Saturday morning (to be delivered by staff Tuesday). This order will have to be enough for 7 days minimum.
 - c. Coffee bean order - MUST be in to to Kris @ Sophomore Coffee not later than Wednesday @ noon. Sarah will pick of Friday mornings. Kris roasts on Thursdays.
 - d. Cleaning Supplies - Put in a request every Tuesday to be (to be delivered by Friday)
4. Plan production related tasks(ie. things to be accomplished during slow hours) alongside Production Manager to be completed at Marketplace.
 - a. Includes training Marketplace Employees on tasks and coordinating drop off and pick up of tasks.
5. Ensure the store remains clean and presentable at all times.
 - a. Create and maintain Closing and Opening Procedures.
 - b. Create and maintain Secondary Duties list including deep cleaning items for downtimes.

- c. Maintain all cleaning, health, and sanitary protocols.
6. Demonstrate values and a vision consistent with The Well and Hon's Honey, ie. "people over product".
7. Develop and maintain a schedule for seasonal drinks and promotions centered on holiday sales and other cycles along with the Leadership and Marketing Team.
8. Seek ways to better promote the store, the product line and service within the store.

Qualifications / Skills

- Strong Christian values to lead women
- Relationally savvy
- Adaptability
- Strong leader with mediation and multitasking skills

Description to be posted:

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Management:

- Manage employees in Workforce Development, consistent with the mission statement and values of Hon's Honey: a social enterprise dedicated to giving dignity and purpose to women survivors of trauma— addiction, trafficking, generational poverty and abuse.
- Working alongside Hon's Honey's Community Development Manager to ensure all employees at The Marketplace are in compliance with the COR Life Development Program
- Create and manage job descriptions for each Marketplace employee position, complete with goals consistent with Workforce Development level.
- Create a weekly schedule and coordinate transportation of Curbside Orders and employees.
- Maintain proper inventory levels, ensure stocking, implement purchasing plans and maintain contact with suppliers to ensure maximum efficiency in meeting sales goals.
- Monitor Marketplace competitor's websites for price changes, new beverage and Grab-and-go options, seasonal specials and current industry trends.

Barista:

- Prepare and serve a variety of coffee beverages, including espresso drinks, lattes, and cappuccinos, according to established recipes and quality standards.
- Greet customers warmly, take orders accurately, and provide recommendations based on customer preferences.
- Operate espresso machines, grinders, and other coffee equipment efficiently and safely.
- Maintain cleanliness and sanitation standards at all times, including cleaning equipment, utensils, and work areas.

Marketing:

- Coordinate with Hon's Honey Marketing team to create and publish social media content to Marketplace socials.
- Create quarterly marketing schedule alongside Marketing and Leadership team to ensure the Marketplace brand remains competitive (including social media posts as well as seasonal promotions)
- Seek ways to better promote the store, the product line and service within the store.
- Develop and maintain a schedule for seasonal drinks and promotions centered on holiday sales and other cycles along with the Leadership and Marketing team.

Training:

- Supervise, train and assist employees in customer service, store maintenance, and product promotions consistent with Hon's Honey's values and trainings.
- Help guide and support entry-level employees during their training phase.
- Implement cross-training of employees to maintain productivity at all times.
- Plan and guide Marketplace employees to uphold the safety and cleaning protocols through creating and maintaining closing/opening procedures as well as deep cleaning.