



Job Title: Eat Purr Love (EPL) Cat Café Manager

Department: Eat Purr Love Cat Café

Reports To: Columbus Humane Director of Operations

Classification: Full Time, exempt, non-seasonal

SUMMARY

Responsible for managing the daily operations, cat care, guest services, and retail activities of the Eat Purr Love Cat Café enterprise on behalf of Columbus Humane. Responsible for creating an environment that is welcoming and ensures an outstanding experience for all guests who interact with café cats, other guests, and staff. Oversees primary customer service representatives assisting guests visiting café to interact with cats and purchase food or retail items. Oversees animal care, cleaning, and adoption activities consistent with processes and practices of Columbus Humane. The EPL Manager, by example and in partnership with the EPL Assistant Manager, sets workplace standards and expectations for performance of tasks to ensure a high quality of care for cats and creates a uniquely enjoyable experience for all guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates schedules, in partnership with EPL Assistant Manager, for all café staff (including holiday, sick, and emergency time-off situations) to ensure proper and adequate staffing to carry out cat care, guest services, and retail activities. Reviews and approves payroll.
- Supervises, directs, and assists those staff reporting to the EPL Manager, to satisfactorily complete tasks as assigned, including problem-solving and support as required. Coordinates EPL staff development and training.
- Drives café sales, grows client base, and oversees and ensures excellent customer service for guests that spans café visits through a potential adoption experience. Responsible for delivering and ensuring an outstanding customer experience from the point of contact through transaction.
- Provides financial oversight for the cafe including budgeting, controlling expenses and operating within budget guidelines, timely and accurate recording of receipts. Tracks, manages and orders retail inventory.
- Partners with Columbus Humane Development and Communications staff to coordinate effective marketing, promotions, and positioning of EPL through such channels as social media, in-store promotions, café/community events, paid and earned media, and constituent relationship management with Columbus Humane stakeholders
- Supervises EPL Assistant Manager and staff to ensure effective daily cat care including cleaning; feeding and providing clean water daily; monitoring and noting any behavioral and/or health issues; and notifying appropriate Columbus Humane staff as needed.
- Ensures healthy and behaviorally enriching café environment for cats including socializing and keeping cats happy and comfortable, grooming (brushing, nail trimming), and maintaining the cleanliness of the cat lounge and the human free zone (basement) of the cafe at all times.



- Supervises EPL Assistant Manager and staff to ensure outstanding guest service including greeting and establishing rapport with guests; explaining rules of the cat cafe and facilitating waiver review and signature; completing transactions of lounge cover fee, merchandise, bakery, and beverages; managing reservation manifest and walk-up traffic; making and serving beverages, bakery, and snacks to guests; inventory control; keeping the front cafe clean and organized at all times; and communicating with potential customers by email / phone.
- Conducts regular staff briefings, in partnership with the EPL Assistant Manager, in order to keep all café staff informed and maintains a “team work” atmosphere.
- Participates in the creation, implementation, and training of standard operating procedures for the café.
- Follows proper safety protocols for people and animals and sets a high standard for quality animal handling. Responds to and records any and all incidents (injury, illness, violation of protocol, etc.) affecting café staff and guests.
- Coordinates with Columbus Humane Volunteer Programs Managers (VPM) and other managers in supervising café volunteers in order to maintain a clean, safe work environment and the humane treatment of animals.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises cat café assistant manager, staff, and assigned volunteers.

QUALIFICATIONS

Demonstrated sales, management, and revenue performance in retail, hospitality, and/or dining sector. Excellent communication and leadership skills. Demonstrated background, education, and/or experience in hospitality, retail management, or appropriate combination of education and experience in similar sector. Detail-oriented and able to make decisions regarding the welfare of animals. Exercises good discretion when dealing with the public and staff and able to consistently reach acceptable resolution when addressing customer and staff situations. Committed to growing the Eat Purr Love Cat Café enterprise, maintaining the integrity of Columbus Humane’s adoption program and the mission of Columbus Humane. No allergies to animals.

EDUCATION and/or EXPERIENCE

Bachelor’s degree preferred. Must demonstrate experience in hospitality, retail management, animal care and handling, and personnel management.

LANGUAGE SKILLS

Ability to read, analyze, and interpret, budgets, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to draft correspondence that conforms to prescribed business style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.



MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid and insurable driver's license is required.

PHYSICAL DEMANDS

Subject to animal bites and scratches while handling animals of questionable temperament. Must be able to lift up to 25 pounds with reasonable accommodation. Position may include frequent bending and stretching as well as standing for long periods of time.

WORK ENVIRONMENT

Work is performed in a retail café environment with some limited exposure to hazardous chemicals and potential of exposure to parasites and infectious diseases that can be carried and transmitted by animals.