



Workplace Cafe Manager

The Position

The successful Workplace Manager is an experienced, operations- and hospitality-minded F&B professional. This position combines management of the Clever Moose Cafe with management of day-to-day operations of our Workplace coworking and conference room space. Central to both aspects of the job is a commitment to hospitality and seamless customer experience, including strong facilitation of networking and building sustained relationships. The Workplace Manager reports to the Director of Marketing and Workplace.

Role

The Workplace Manager role balances hospitality-forward community building, member/guest experience, internal sales, education, and social-events execution in Workplace and operating the Clever Moose Café.

The role is also responsible for both Workplace and Clever Moose amenity and facilities management, financial performance tracking, and the fluid coordination of member- and guest-facing services between the two service areas.

Personality & Vibe

- Extremely hospitable.
- Warm.
- Detail oriented.
- Creative.
- Passionate about experience creation.
- Understands today's coworking/mobile-professional culture, including the cultural and demographic shifts driving it.
- Enjoys and interacts well with kids and families as well as professionals.
- Loves networking, relationship building, and being the "social glue" in a dynamic environment.
- Loves craft foodie and beverage culture.
- Enjoys mentoring young or emerging professionals.

CORE RESPONSIBILITIES

For Workplace

- Regularly provides tours of the space, explains the offerings to prospective members, signs up new members.
- Manages the onboarding of new members, including administrative, operational, and community set-up components.
- Works aggressively toward established sales goals to sell all Workplace offerings.
- Provides orientation, access, service, and membership motivation for guests who are not yet members.
- Collaborates with the Director of Marketing & Workplace Development, Community Engagement Director, and the Executive Director to grow and maintain a strong membership and renewal rate.
- Responds quickly to membership inquiries — in person, online, and on the phone.
- Finds synergy between people and facilitates connections.
- Takes the time to ask Workplace members about themselves, gets to know them personally and professionally. Regularly familiarizes themselves with members' needs, wants, likes, dislikes, and professional goals — and works to creatively serve, solve for, and communicate with members about those needs and desires.
- Manages the physical facility to be maintained in an excellent fashion (tables, desks, chairs, gather rooms, campfire, huddles, call booths, business center, canteen, event spaces).
- Manages the applicable technology systems for bookings and member support, ensuring excellent data is collected and entered in the CRM and ongoing enhanced service provision based on guest information on preferences (and applying the information in daily management of the community and member satisfaction).
- Trains the barista team in representing Workplace offerings to prospective members and giving tours.
- Executes socially oriented programming events for members (daytime and nighttime events).
- Troubleshoots and solves members' issues and problems (meeting room AV, printing, etc.).
- Cultivates member feedback and communicates to Executive Director and Director of Marketing & Workplace Development

For Clever Moose

- Oversees daily front-of-house cafe operations.
- Approaches all interactions with goal of fostering genuine warmth and hospitality among team members and between team members and guests.
- Interviews, selects, trains, develops, and maintains a professional front-of-house service team to meet the Lodgic brand and service standards.
- Supervises and monitors front-of-house staff performance during scheduled shifts.
- Manages POS system maintenance for Clever Moose.
- Contributes to social media as appropriate/requested by the Director of Marketing and Workplace Development.
- Upholds and models service standards and staff responsibilities as described in position manuals and handbook.
- Establishes promotions to build sales and oversees upselling of products to increase guest check average.
- Provides training opportunities for team members for continuous improvement.
- Ensures that cash-handling policies and procedures are followed by all front-of-house staff in cash-handling positions. Abides by all accounting policies and practices to ensure compliance.
- Sets the example of taking initiative, always being willing to jump in and lend a hand. Shows the team how to see a need and solve it hands-on.

BUSINESS & FINANCIAL MANAGEMENT

- Schedules staff on a weekly basis to meet business volumes and F&B budgetary constraints.
- Manages purchasing and inventory for all products utilized for front-of-house operations in accordance with specifications and budget as well as for Workplace.
- Conducts inventory to establish food and beverage costs.
- Completes daily KPIs (key performance indicators).

Qualifications

- Bachelor's degree preferred.
- Minimum 5 years of experience in hospitality operations, preferably in a coffee shop or café environment, including 2 years in a management position required.
- Excellent customer service, leadership, and relationship-building skills.
- Excels at time management and interpersonal engagement.
- Excellent verbal and written communication skills; able to effectively present information and respond to questions from customers, managers, staff, and suppliers.
- Ability to interact positively with management, coworkers, and the public to promote a team effort and maintain a positive and professional approach.
- Possesses intermediate financial management, math, and Microsoft Office skills.
- Proven working experience with restaurant management software and POS systems.
- Ability to work on your feet for more than eight hours, lift up to 50 pounds.
- Schedule will be flexible weekly; 24/7 availability required.

Compensation & Benefits

- Competitive salary.
- Free basic life/AD&D, short-term and long-term disability, and employee assistance program.
- Optional Blue Cross Blue Shield medical (PPO), dental, vision, voluntary life, critical illness, and accident insurance.
- Paid vacation, personal time, and holidays.
- 401(k) retirement savings plan through Voya (safe harbor and company match after one year).
- A Lodgic Workplace membership (excludes offices and dedicated desks).
- Lodgic Kids Camp hourly rates at lowest published prices, no annual enrollment fee, and free snacks and meals.

Other Responsibilities

This description excludes non-essential and marginal functions of the position that are incidental to the performance of the fundamental job duties. Furthermore, the specific examples in each section are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the associate's supervisor. Furthermore, this description is subject to change, at the sole discretion of the company, and in no way creates an employment contract, implied or otherwise; each associate remains, at all times, an "at will" associate.

The Organization

Lodgic is a brand-new concept and subsidiary of Chicago-based Moose International. The iconic Loyal Order of Moose is one of the world's oldest and largest fraternal order and community-service organizations. Moose has a rich history of providing social opportunities and activities through local lodges. Now, it has designed and developed this new, innovative concept completely separate from its traditional lodges to serve a whole new audience — modern working families — in the way they live today.

Lodgic Everyday Community

Lodgic is the smart, new destination for daily life designed to support and empower modern working families, entrepreneurs, mobile professionals, and whole communities to thrive in their aspirations. Lodgic seamlessly unites hospitality-forward coworking (Lodgic Workplace), flexible, learning-oriented childcare (Lodgic Kids Camp — Flextime Learning by Mooseheart), and robust food & beverage services (Everyday Kitchen Restaurant & Bar and Clever Moose Market Cafe) into one fluid 28,000-square-foot space. (There will also be an onsite fitness facility that will be separately owned and operated.)

Unlike separately purchased amenities or utilitarian co-located services, Lodgic delivers an uplifting, service-oriented, collaborative, and hospitality-minded experience. It serves the modern worker's need for flexibility and support in key

areas of life and at all times of day.

In 2014, the Moose organization commissioned a group of the nation's leading brand, research, experience, and design partners to develop a completely new kind of community experience that is true to the historic core of Moose. The facility design is bright, modern, energizing, and productive — the kind of place you want to stay all day, every day.

For more information, visit lodgic.org.