HALEY HOUSE, INC.

CAFÉ MANAGER

Location: Haley House Bakery Café, Nubian Square, Boston, MA
Position: Full-time, On-site
Compensation: $27.00–30.00 per hour
Reports to: General Manager

ABOUT HALEY HOUSE

Haley House is a community-focused nonprofit organization working to address social inequality and nurture relationships that support lasting personal and societal transformation.

POSITION SUMMARY

Haley House is seeking an experienced, energetic, and community-minded Café Manager to oversee the daily operations of our Bakery Café.

The café operates seven days a week, from 5:00 a.m. to 5:00 p.m. The Café Manager is responsible for coordinating staffing and ensuring consistent operations throughout the week. The manager's own full-time schedule will be based on operational needs and will not require coverage of all café operating hours.

KEY RESPONSIBILITIES

Café Operations

• Oversee daily café operations, ensuring efficient workflows and high-quality food, beverage service, and customer experiences.
• Manage inventory, purchasing, ordering, and relationships with food and beverage vendors.
• Oversee cash handling and point-of-sale procedures.
• Monitor sales, labor, food costs, and other operating expenses to support budget and financial goals.
• Maintain high standards of cleanliness, food safety, sanitation, and compliance with applicable regulations.

Staff Leadership and Development

• Recruit, onboard, train, supervise, and evaluate café employees.
• Prepare and manage staff schedules to ensure appropriate coverage throughout the week.
• Provide ongoing coaching, feedback, and support to team members.
• Foster a positive workplace culture emphasizing teamwork, accountability, respect, and professional development.
• Maintain a hands-on presence in daily operations and assist staff as needed.

Customer Service and Community Engagement
• Create a welcoming, inclusive environment for customers, neighbors, and community members.
• Model excellent customer service and address customer concerns professionally.
• Support community events and programming hosted at the café.
• Collaborate with the General Manager and other Haley House staff on menu planning, promotions, and initiatives that advance the café's mission.

QUALIFICATIONS

• 2–5 years of experience in café, restaurant, or hospitality management.
• Demonstrated experience supervising staff, managing schedules, and overseeing daily operations.
• Knowledge of food service operations, food safety, and sanitation standards.
• ServSafe Manager Certification preferred, or willingness to obtain certification within 90 days of hire.
• Experience with point-of-sale systems such as Toast, Square, or similar platforms.
• Familiarity with inventory management, purchasing, and basic financial controls.
• Strong leadership, communication, interpersonal, and conflict-resolution skills.
• Excellent customer service skills and ability to work effectively with people from diverse backgrounds.
• Ability to manage multiple priorities in a fast-paced environment.
• Flexibility to work a varied schedule, including occasional early mornings, evenings, and weekends, as needed.
• Ability to lift up to 50 pounds.

Experience working in a nonprofit, social enterprise, or community-based organization is a plus. Experience working with diverse populations, including individuals facing barriers to employment, is also valued.

Please email your resume to Kate Lord at klord@haleyhouse.org.

FAIR CHANCE HIRING

Haley House is a Fair Chance Employer. Employment is subject to a background check; however, having a criminal record will not automatically disqualify an applicant. Each applicant's record will be considered individually and on a case-by-case basis, consistent with applicable law.

EQUAL OPPORTUNITY AND INCLUSION

Haley House is committed to cultivating a diverse and welcoming community where everyone feels respected and valued. We celebrate diversity across race, ethnicity, sex, gender identity, gender expression, sexual orientation, age, national origin, socioeconomic status, religion, ability, culture, and experience.