

Da Vien Shift Lead

About Our Company:

At Da Vien Coffee, we are passionate about bringing the richness of Vietnamese coffee to the world while delivering exceptional experiences beyond the cup. Rooted in tradition, our high-quality coffee beans are handpicked from our hometown farms, offering an authentic rich bold coffee. We are looking for Fun, Energetic, and Hardworking Team Members to join our Da Vien Coffee Chain.

Position Summary:

This job contributes to Da Vien Coffee's success by assisting the Store Supervisor to execute store operations during scheduled shifts. The Shift Lead is responsible with overseeing production operations with the goal of maximizing quality, efficiency and maintaining compliance with food safety, quality assurance and health and safety. They are responsible for delegating tasks and working with our Team Members and providing customer service. They maintain the Da Vien Coffee standard of operations and customer experience overall.

Responsibilities and Essential Functions:

- You will deliver outstanding customer experience, as well as a similar environment for the in-house team
- Demonstrates skill and care when training, coaching, appraising or disciplining.
- Positively coaches team members to achieve highest quality service in all areas.
- Ensures availability of merchandise and services by maintaining inventories
- Organize stock, assist with tasks, and contribute ideas to improve efficiency, ensuring smooth operations and overall store success
- Ensuring compliance with health and safety guidelines
- Protect employees and customers by providing safe and clean store environment.
- Effective communicating procedures, new products with Team Members
- Communicates effectively and regularly with Store Manager, Human Resources and Upper Management team to ensure all members of management are in sync
- Maintains composure and patience during busy or unexpected situations, setting an example for the team and ensuring smooth operations.
- You will participate in other role-related duties as assigned by the Store Manager
- Be an advocate. As the face of Da Vien you will build the store presence by connecting with your local community.

What we expect from you

- Effectively lead and delegate a team during scheduled shifts
- Strong interpersonal skills and ability to communicate effectively
- Proactive and independent with the ability to take initiative
- Strong organizational skills, with the ability to prioritize multiple conflicting assignments
- You are reliable and flexible with scheduling based on store needs
- You are quality-minded with keen attention to detail
- High stress tolerance -- thrives in a high-pressure environment

Physical Requirements

- Depending on the length of the shift, employees may need to have physical stamina to remain active and stand for long hours, often walking or standing in a fast-paced environment.
- This position requires the ability to move quickly between tasks, assist multiple customers at once, or handle unexpected changes (like restocking or re-organizing displays).
- Multitasking requires physical agility and the ability to stay organized.
- Employees may be required to bend, squat, or reach up high to organize or stock products.
- Some retail positions require employees to maintain cleanliness in the store, which can involve bending down to clean floors or wiping down displays.
- Restocking low shelves or accessing high displays may involve frequent bending or stretching.
- Requires the ability to lift 15-45 pounds

Job Type: Part-time, 28 hrs.

Schedule Requirement:

- 4 to 8 hrs. shift
- Weekend/Holiday availability
- Morning, Day, Swing and Evening shift availability
- Flexible schedule
- 28 hrs. per week / 30 hrs. max
- Working Days Mon – Sun

Education:



- High school or equivalent (Preferred)

License/Certification:

- Food Handling Certificate (Preferred)

Work Location:

- One Site

Benefits:

- Sick pay is accrued from your first day
- Employee discount
- Opportunities for advancement
- Complimentary drinks
- Team bonding/Company holiday events
- Paid training
- Holiday Pay (**Full Time Only**)

Compensation:

- \$18.00/hr. plus tip
- Sick Pay / 40 hrs. per year
- Referral bonus program