



Building on the success of the Calgary store; Lil E Coffee Café is opening a SECOND LOCATION right here in Toronto, St Clair Avenue.

Lil E Coffee Café is an inclusive workforce that offers **great coffee, great customer service** and a **great community connect**. We are a registered not-for-profit organization that is dedicated to making a difference in the lives of people with an intellectual disability through employment at the Lil E Coffee Café. We specialize in fun and we focus on repeat customer clientele.

What is the Lil E Coffee Café – watch this video [Culture Roulette - Season 1, Episode 3 \(Brewing Greatness with Lil E Coffee Cafe\) - YouTube](#)

check out our website [Lil E Coffee Cafe | Lil E Coffee Cafe](#)

**We are HIRING and we are interested in finding
A GENERAL MANAGER to help build our Toronto Lil E Coffee Café.**

We're looking for someone who embodies joy, appreciates structure, open to learn the nuances of the food service industry as well as the importance of stellar customer service.

You should be ambitious, excited, hungry to learn and open to all sorts of new opportunities!

We ask that you have

- at least one year of work or volunteer experience with Special Olympics Ontario and
- are passionate about making a difference in the lives of people with an intellectual disability.
- Believe in making dreams come true

We will help you build your management/leadership savvy. There is ample room for growth within this role, but the most important and exhilarating takeaway is the impact that you will experience as the team leader and being a part of an inclusive team.

You will have an extensive role; empowering and shaping our employees in their job success as you help develop and position employees for new opportunities in the workplace and the broader community.

The General Manager will collaborate with Lil Coffee Café leaders in driving coffee sales & profitability, executing day to day operations, providing outstanding customer service and ensuring that all aspects of the Café are executed at the highest level.

From free coffee, along with a fun and good vibes atmosphere, this position offers a competitive salary and benefits package.

Be part of Lil E YYZ and foster GREATNESS by:

- Giving life skills and opportunities to individuals with intellectual and developmental disabilities
- Creating opportunities with meaningful and productive employment
- Ensuring important awareness within our local community
- Facilitating a journey for people with intellectual and developmental disabilities to build meaningful and long-lasting careers; in turn creating a more accepting and inclusive community

Role: General Manager

Job Description

As General Manager, your Lil E Café will be an important part of the building we are occupying and the local community. It is your responsibility to guide your employees through making connections with the customers they'll see every day and expanding their skill set. You'll have your hands on your store's operations, including staffing, customer satisfaction, product quality, financial performance, security and safety. You will be paid a competitive salary and benefit from the experiences we have gained through our Calgary location. Best of all, you'll be leading a team of great passionate people committed to Lil E Café, an opportunity to make a difference in their lives, their family and our community.

Key Job Functions

- **Team building:**
 - Must love DANCING and fun!
 - Staff management; including recruiting, interviewing, hiring and terminations
 - Work with employees to discover and develop individual talents
 - Work closely and corresponding with employee aides/support workers and parents
 - Conduct staff evaluations and disciplinary action
 - Train new and existing staff, and volunteers
 - Maintain Lil E standards in employee safety, customer service, employee experience, quality control, food safety, and store cleanliness
 - Demonstrate strong leadership by delegating, motivating and leading the team to accomplish store goals and company objectives, and most importantly their personal development
 - Develop a supportive and safe environment for our staff to develop and have fun
 - Communicate the company direction clearly to the store team, setting an example as leader and living our core values at Lil E
- **Community building:**
 - Create unique customer experience and employment engagement, delivering best of class client service and culture
 - Work in collaboration with various non-profit and government agencies, associations and post-secondary schools engaged with Lil E Coffee Café to foster these partnerships
 - Manage the volunteer program, including relationships, scheduling and vetting
- **Operations:**
 - Manage store opening and closing procedures
 - Support backend prep work (ex, packaging and making some of the products for sale)
 - Manage cash deposit process on a regular basis
 - Create store schedules on time and in line with salary budgets
 - Place store orders and ensuring that all items are properly and correctly stocked

- Build and maintain strong partnerships with our various vendors
 - Ensure proper equipment maintenance
 - Manage employee payroll and distribution of tips
 - Deliver weekly feedback on store performance and operations
 - Promote customer feedback and employee/family/agency feedback
- **Requirements:**
 - Strong leadership, patience, organization skills
 - Ability to motivate team and work with individuals with various intellectual and development disabilities
 - Good communication skills
 - Customer focus mindset
 - Willing to work additional hours when needed
 - Passionate to make a difference in the lives of others and the community
 - Desire and ability to have fun

CONTACT ME

If you're ready to take your career to the next level THAT will truly make a difference in the community, then we have the opportunity that you've been looking for.

I look forward to hearing from you

Alison Popp at Alison.Popp@bain.com
Lil E Café Board Member & Liaison .

NOTE: When emailing your interest to Alison.Popp@bain.com please indicate in the subject line **Lil E YYZ**