



Tea Shop Manager

Location

Primary location: 136 E Broadway St, Missoula, MT 59802 (Retail shop)

Secondary location: 1900 North Ave W, Missoula, MT 59801 (Warehouse)

Payrate and hours

Approximately 30 hours/week at \$19-22/hour

Schedule

20 hours on location (exact hours negotiable), includes meetings

5 hours tea-tending (Tuesday 1:30-6pm)

5 hours working remotely / running errands

On-call hours for emergency staff or shop needs

May include some travel to trade shows as needed

Organization summary

Job summary

The Shop Manager maintains cohesion between staff and LMTC business mission to drive consistency and growth. The Manager works towards smooth daily operations and identifies then implements systems for improvement. The Shop Manager focuses on achieving superior customer service at the tea shop with tea tenders.

Shop and staff management comprises 80% of the job with 20% devoted to finance/banking/wholesale accounting, strategic planning, special projects, and overarching duties. The Manager builds organization culture and leadership within the business with owners and other managers.

Working conditions

Lake Missoula Tea Company operates out of a retail space and a warehouse.

Requires standing and walking for extended periods of time.

Frequently moves boxes weighing up to 50 pounds across the office and between locations for various needs.

Benefits

Discount at Peak Fitness

End of year profit sharing

Simple IRA plan with employer deposit

Duties and responsibilities

1. Tea Shop Operations

- Oversee retail space for cleanliness, well-stocked shelves, and organization
- Oversee bar space for cleanliness and stocked supplies
- Oversee signage and shop language for accuracy and to reflect updates
- Evaluate retail space for best customer experience
- Develop and maintain daily operations and accountability systems for shop staff
- Maintain communication of updates to staff
- Facilitate building and equipment maintenance with building managers and maintenance companies
- Collect staff feedback on operations
- Manage high quantity and special orders at the tea shop
- Manage ordering LMTC merchandise
- Implement and maintain health department compliance
- Chilled tea program - brewing, maintaining logs and freshness
- Responsible for weekly inventory of dry goods, ingredients, and corresponding procurement
- Hold tea tastings, educational events, and events such as First Fridays

2. Staffing

- **Onboarding & Training**
 - Maintain job descriptions for tea tending and support staff positions
 - Intake and training of company-wide new staff
 - Provide tea tending training of new bar staff
 - Provide ongoing training to all tea shop staff as needed
- **Schedule & Payroll**
 - Create staff schedule in Homebase (4-6 weeks advance) for all staff
 - Schedule staff meetings and trainings in Homebase
 - Monitor schedule and hours on a weekly basis
 - Manage all staff payroll
- **Staff**

- Manage daily shop staffing needs, including acting as on-call support
- Delegate and manage support staff (bagging, cleaning, special projects)
- Conduct immediate, frequent, and direct performance feedback of shop staff
- Schedule and plan staff meetings/trainings every 6 to 8 weeks
- Research professional development, leadership, and training opportunities for tea shop staff
- Organize staff events (holiday parties, etc.)
- Handle shop staff conflicts and HR issues
- Provide space for tea shop staff to provide feedback and suggestions
- Conduct biannual evaluations with tea shop staff
- Conduct “surprise” bar task evaluations

3. Accounting/Finance

- Track and ensure timely payment of outstanding invoices with a 90-day window
- Assist Wholesale Manager with QuickBooks and wholesale payment needs
- Process bank deposits regularly
- Maintain shop till accounting and cash/change needs
- Perform ACH/bill payment as needed on banking platform
- Complete international and domestic wire transfers with bank
- Assist with security of company financial tools
- Assist with Whaley communication on accounting needs

4. Other

- Act in the stead of owners when they are gone
- Participate in strategic planning
- Evaluate strategic plan quarterly to assess progress
- Participate in bi-monthly managers meetings
- Assist owners with budget, business development, and data analytics as needed
- Work on special projects as instructed
- Identify and apply for relevant business grants

Requirements

Transportation to and from work, and between locations as needed