

## **Holy Grounds/Front Office Manager**

St. Monica Catholic Community is currently accepting applications for the full-time position of Holy Grounds and Front Office Manager.

### **Summary**

Responsible for the direct management of Holy Grounds (St. Monica's brewed coffee, books, and gifts retail operations) and the Parish Office including supervision of groundskeepers (part time HG sales assistants/baristas) and receptionists. This position is considered crucial to the fulfillment of the parish mission, especially regarding the manner in which parishioners, parents, students, and other visitors are received and served in Holy Grounds, as well as by the receptionists in the Parish Office. At least 50% of the baristas employed are at-risk or formerly at-risk young adults for whom we are providing a productive work experience. Reports directly to parish administrator.

### **Qualifications & Skills**

- Experience in retail and customer service with at least one-year experience in purchasing, marketing, financial management, and management of employees or volunteers.
- Familiarity with Catholic spirituality and culture.
- Strong customer service and hospitality skills.
- Available to work most Sundays, with flexibility during the week.
- Strong communication and organizational skills, amiable personal presence, neat and professional appearance,
- Ability to make independent decisions when circumstances warrant such action and to remain calm during emergency situations.
- Ability to tactfully confront inappropriate behavior and violations of HG policies by customers.
- Proficient in Microsoft Word, Excel, Outlook in a PC environment.
- Adept at learning new software.
- Expertise in tasteful religious gifts and art, the publishing industry and marketing desired

### **Duties**

- Recruits, trains, and supervises part time baristas and receptionists.
- Manages all operations of Holy Grounds and the front office of the parish.
- Purchases, prices, displays, stores, restock, and organizes drink and food supplies, religious books and gifts.
- Maintains welcoming and friendly environment in HG and front office and assists customers with purchases.
- Communicates regularly with coffee and food suppliers and publishers, retail buyers and gift designers to stay current on coffee and food, religious gift offerings.
- Recruits, trains, and supervises volunteers.
- Maintains inventory data and reporting systems and follows all financial, accounting and regulatory and health department procedures.
- Plans and executes marketing and special sales events.
- Assists pastor and staff in purchasing some books for their ministries and for sale to parishioners.

- Collaborates with Restorative Justice staff from the Archdiocese of Los Angeles in identifying and coaching qualified baristas.
- Maintains work area and all HG facilities and equipment in a neat, clean and efficient manner, observing all health department regulations.
- Tactfully ensures that guests/visitors abide by HG policies and promptly addresses inappropriate behavior by customers.

**Salary and Benefits**

This is a full-time salaried position, compensation commensurate with experience. We offer a full benefits package including Medical, Dental, Vision, Retirement Plan, Paid Time Off, Sick Time, and Paid Holidays.

**How to Apply**

Send a cover letter and resume to Patricia Garcia at [patricia@stmonica.net](mailto:patricia@stmonica.net) no later than September 30.