



Position Title: Assistant Operations Manager

Hourly Rate: \$24/hour non-exempt full time plus healthcare, dental and vision coverage and 403(b) match

Hours: Average 40 hours per week

Start Date: Open until filled

Contact: Monica Villalobos, Director of Operations, monica@prodigyventures.org

Prodigy Overview

Prodigy is a nonprofit social enterprise, operating a craft coffeehouse & business apprenticeship in northeast Denver. Disconnected young adults work as apprentices, committing to deep work and deep learning in a culture of healing. In this unique education-infused workplace, apprentices build social capital and experience economic mobility. Here, young adults develop mindsets and skills not just for lifelong work in the new economy, but a basis to go beyond these walls and help Denver grow into a healthy, vibrant, equitable city. We have trained 250 youth and hired over 150 apprentices in our first nine years of operation. We currently operate two coffeehouses at 40th & Colorado Blvd in Denver and, in 2022 we opened a second shop at 4500 Broadway in Globeville.

Position Overview

With support from the Director of Operations, the Assistant Operations Manager will coordinate and support the day to day operations of our 40th and Colorado Blvd coffeehouse location. The position provides leadership to the technical training of young adult apprentices and pre-apprentices through on shift supervision and training support to increase skills. The Assistant Operations Manager is responsible for the product quality and overall customer experience in the day to day operations.

Qualifications

- Two years or more of experience working as a manager in hospitality in a high volume business
- Comfort in working with young adults, ages 18-24 yr, in providing leadership and support
- Possess organizational skills and detail focused
- Have experience in coffee, restaurant, or operations experience
- Diverse life experiences and/or personal experience in NE Denver or similar communities

Essential Duties

- Assists with coordinating weekly schedules for apprentices for shop coverage.
- Support attendance of apprentices for shifts and professional development
- Daily shop management with apprentices providing support, leadership and problem-solving
- Responsible for customer experience including:
 - Responding to emails and voicemails
 - Customer reviews and communications
 - Meeting Space reservations
- Implement the coffee to go program
- Support coffee technical skills training for baristas
- Support coordination with suppliers, vendors and equipment repairs
- Support new apprentice cohort onboarding training specific to the Colorado location
- Ensure compliance with health and safety regulations

- Work in partnership with the Apprentice team trainers to support and supervise barista skills related evaluations
 - Responsible for product quality
 - Provide shop updates to apprentices and leadership team
 - Support Next Gen leaders team, small group of apprentices with increased roles and responsibilities towards the end of their apprenticeship.
 - Work with operations team and apprentices to create featured drink menus
 - Leadership in following established SOPs with apprentices and Next Gen leaders
- Ability to lift and carry up to 50 lbs. Walk up and down stairs and kneel for short periods of time.

Desired Mindsets & Skills

- Passion for the food and beverage industry
- Commitment to Prodigy's DEI goals and working to increase understanding
- Commitment to professional development and training to strengthen skills across apprentice cohorts as needed.
 - Mindset & actions aligned with Prodigy's mission and values
 - Demonstrate focus on achieving equity and supporting apprentice and staff success
 - Self-reflective and exemplify a growth mindset
 - Proactive and effective communicator across multiple generational groups
 - Solid problem- solving & decision- making skills
 - Ability to give and receive feedback
 - Must be willing to learn every aspect of programming and operations.

Prodigy Ventures deeply values the diverse perspectives of all of its staff and participants and believes that our students' experience and organization are most fruitful when all voices are heard and valued. As we look to build our team, we value the importance of reflecting the unique racial, socio-economic, life experiences, and backgrounds that our students bring.

Some evening and alternating weekend hours are required.

To apply, email in 500 words or less why you are interested in this particular position and how you can be a key asset. Please also attach a resume or overview of experience & skills. Email Director of Operations, Monica Villalobos, at monica@prodigyventures.org.