



Position Title: Assistant Operations Manager

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

Hours: 40 hours per week

Start Date: April 2025

Closing date: Mar 27, 2025

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

Prodigy Overview

Prodigy is a non-profit social enterprise, operating craft coffeehouses & business apprenticeships in Denver. Young adults work as apprentices, committing to learning in a coffee business environment. In this unique education-infused workplace, apprentices build social capital and experience economic mobility. Here, young adults develop mindsets and skills for lifelong work and mobility. During our history we have trained over 250 youth and hired over 150 apprentices during our nine years of operation. We currently operate two coffeehouses in Denver at 40th & Colorado Blvd and 4500 Broadway.

Position Overview

With support from the Director of Operations, the Assistant Operations Manager will coordinate and support the day to day operations of our third new location at 1640 Sherman Street. The position provides leadership to the technical training of young adult 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 in a managerial role in a medium to high-volume coffee shop
- Comfort and experience in working with young adults, ages 18-24 yr, in providing leadership and support
- Possess organizational skills and is detail focused
- Have experience in coffee operations experience
- Experience developing and maintaining strong partnerships with community organizations
- 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
 - Fulfilling small event needs

- Implement the coffee to go program at the Sherman location
- Support facilitating technical skills training for baristas
- Support coordination with suppliers, vendors and equipment repairs
- Support graduate onboarding specific to the Sherman location
- Ensure compliance with health and safety regulations
- Work in partnership with the operations team to support and supervise barista skills related evaluations
 - Responsible for product quality
 - Provide shop updates to apprentices and leadership team
 - Leadership in following established SOPs with apprentices
 - 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 apprentice skills
- Mindset aligned with Prodigy's mission and values
- Demonstrate focus on achieving equity amongst staff
- 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 weekend hours are required.

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