

Entrepreneur Coffee Operations Specialist

Entrepreneur Coffee is a micro-roasted coffee brand that uses USDA certified organic coffee beans that are sourced straight from organizations who embrace fair trade practices.

Entrepreneur Coffee is committed to serving the community fresh high quality coffee while being environmentally friendly and responsible. From the start, Entrepreneur Coffee was established to support local entrepreneurs in this region by investing 100% of profits back into small business development and continues to do so today.

The Operations Specialist is responsible for managing all financial and accounting functions associated with Entrepreneur Coffee. Such activities include billing customers, managing price data, ordering, and paying vendors. It is imperative that Entrepreneur Coffee operates profitably, while ensuring that all company standards, policies, and procedures are adhered to. Therefore, it is expected that the Operations Specialist is consistent in maintaining the highest standard of service and attention to detail at all times. The Operations Specialist should also be passionate about startups and entrepreneurship and spread awareness both on and off campus.

Responsibilities-

- Update QuickBooks on a weekly and monthly basis
 - Create sales order from customers
 - Convert sales orders to invoices and distribute to customers on a monthly basis
 - Ensure accuracy with pricing and other data
 - Create deposits
 - Input payroll
 - Record inventory for when products are received and sold
 - Full reconciliation by the 10th of the following month to ensure Quickbooks is in balance with Peoplesoft
- Initiate monthly account transfers to receive payment on open customer invoices within Clarkson by the 3rd of the month
- Deposit cash and checks to the Service Center in Graham Hall within 1 business day of receipt
- Pay invoices and communicate needs of new products with vendor(s)
- Pay all vendors on time each month and accurately
- Create monthly and semester financial reports to include inventory, revenue, expenses, and tracking towards semester profitability targets
- Attend weekly team meetings and provide weekly sales, profit, and purchasing figures and updates

- Ensure that a minimum of 60% gross margin is achieved and maintained by reviewing supplier pricing and cost of goods sold
- Order all items necessary for operations at Entrepreneur Coffee
- Maintain a reasonable level of inventory with established reorder points
- Receive inventory items and put away in proper location; break down boxes and recycle
- Organize and manage the purchasing of Entrepreneur Coffee supplies so the needs of customers are met
 - Undertake weekly stock-takes
 - Forecast needs mid-week
 - Purchase unexpected supplies
- Work with multiple vendors to order products and supplies to meet customer demand
- Collaborate with Sales and Delivery Specialist to determine marketing needs and increase brand awareness
- Research marketing plans and execute as necessary
- Understand and report financial implications, costs, and expected growth of marketing initiatives
- Deal with all customer comments in a positive manner and follow up when necessary
- Work towards daily, weekly, and monthly revenue goals to be given at the beginning of each semester

Requirements-

- Ability to stand and walk for long periods of time
- Ability to crouch, bend, and stoop
- Ability to follow verbal and written instructions and retain information
- Requires frequent handling and moving of merchandise up to 50lbs
- Ability to maintain professionalism and composure
- Ability to be a creative problem solver when and if issues arise

Qualifications & Experience-

Responsible, self-motivated individual with a positive outlook who can work well under pressure and achieve successful results. Must have strong organizational and communication skills. Needs to be able to multitask and be a team player. Work hours vary.

** Note this internship *may* qualify for professional experience.

Reports To: Mallory Fisher, Innovation Strategist at the Shipley Center for Innovation