



146 High Street, Ipswich, MA 01938 | hi@thelittleslounge.com

Operations Manager

Reports To: Owner

Salaried Position: \$52,000

Job Summary:

The Operations Manager is responsible for overseeing the daily operations of the café and play area while planning and executing private parties, workshops, and community events in collaboration with the Events Manager. This role ensures smooth business operations, delivers exceptional customer experiences, and strengthens brand presence through creative event offerings and partnerships.

Supervisory Responsibilities:

- Hires, trains, and manages staff to ensure efficient operations and excellent service.
- Organizes and oversees employee schedules and staffing needs.
- Conducts performance evaluations that are timely and constructive.
- Handles employee discipline and termination in accordance with company policy.

Essential Duties and Responsibilities:

Operations Management

- Manage daily café and play area operations, including opening/closing, staffing, and inventory.
- Maintain a clean, safe, and welcoming environment in compliance with health and safety guidelines.
- Implement and maintain standard operating procedures (SOPs).
- Monitor expenses and optimize operational efficiency.

Event Management

- Plan and coordinate events with Events Manager such as private parties, workshops, and community activities.
- Help to handle event inquiries, bookings, contracts, and payments alongside Events Manager.

Customer Experience

- Serve as the main point of contact for guests, addressing questions, feedback, and concerns.
- Ensure a consistently positive and memorable customer experience.
- Build relationships with regular guests, members, and community partners.

Marketing & Partnerships

- Help build and maintain vendor relationships and local business partnerships.
- Performs other related duties as assigned.



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Required Skills/Abilities:

- Strong managerial and supervisory skills.
- Excellent organizational and multitasking abilities.
- Strong written and verbal communication skills.
- Proficiency with scheduling and POS systems; Microsoft Office Suite or similar software.
- Budget management and vendor negotiation experience.
- Creative problem solver with a positive, team-oriented attitude.

Education and Experience:

- Bachelor's degree in Business, Hospitality Management, or a related field preferred.
- 2+ years of operations or event management experience (hospitality, entertainment, or family venue preferred).
- Prior experience with staff supervision and customer service required.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to access and navigate café, play areas, and event spaces.
- Must be able to lift up to 15 pounds at a time.
- Ability to work weekends and occasional evenings to support events.

Compensation:

This is a full-time position, generally requiring around 40 hours per week, with evening and weekend availability depending on events and programming.

Salary: \$52,000 per year

This job description is intended to outline the primary responsibilities and qualifications for the Operations and Event Manager position. It is not an exhaustive list of duties and may be subject to change based on business needs.