



## ***In-Store Coffee Barista***

### **Description**

This could be just the place to start your career in retail management. As a barista, you will help your store partners make connections with the customers they see every day. You will help execute operations, customer satisfaction, and product quality. Best of all, you'll help your team of create a welcoming environment.

### **Summary of Key Responsibilities**

Responsibilities and essential job functions include but are not limited to the following:  
Leadership – actively pursuing goals for the work group and modeling how we work together:

- Displays a "customer comes first" attitude by training and holding partners accountable for delivering legendary customer service.
- Demonstrates a calm demeanor during periods of high volume or unusual events and manages smooth transitions thereafter to keep store operating to standard and to set a positive example for the store team.
- Drives the implementation of company programs
- Actively promotes our organization through oral communication with customers
- Actively engages in daily operations to achieve daily, quarterly, and annual sales goals

Business Requirements - Providing functional expertise and executing functional responsibilities:

- Solicits customer feedback to understand customer needs and the needs of the local community.
- Uses all operational tools to achieve operational excellence in the store.

### **Barista Qualifications**

- Customer service
- Listening
- Verbal communication
- Customer focus
- Basic safety
- People skills
- Action oriented
- Organization
- Selling to customer needs
- Attendance
- Client relationships

## **Education & Experience**

- Prior café, coffee shop or retail experience a plus
- High school diploma, GED, or equivalent preferred
- Familiarity with telephone, office, and point-of-sale software

## **Required Knowledge, Skills and Abilities**

- Ability to handle store operations independently
- Ability to work effectively in a fast-paced environment
- Ability to work in multiple situations simultaneously
- Ability to manage resources ensuring established service levels are achieved at all times
- Interpersonal skills
- Knowledge of customer service techniques
- Knowledge of supervisory practices and procedures
- Organization and planning skills
- Strong operational skills in a customer-service environment
- Strong problem-solving skills
- Ability to communicate clearly and concisely, both orally and in writing
- Ability to handle confidential and sensitive information

## **Physical Requirements**

- Constant standing/walking
- Occasional stooping, kneeling or crawling
- Occasional pushing, pulling, lifting or carrying up to 40 lbs
- Occasional ascending or descending ladders, stairs, ramps.
- Constant computer/POS Register and bar equipment usage.
- Frequent, continual, intermittent flexing or rotation of the wrist(s) and spine.
- Constant reaching, turning, and performing precision work around bar area
- Constant receiving detailed information through oral communication.
- Constant talking, expressing or exchanging ideas by means of the spoken word
- Constant clarity of vision at near and/or far distances

## **Schedule**

- Full-time and part-time opportunities available