**Position:** Barista

**Compensation**: $8.30/hr

**Responsible to:** Compass Coordinator/ Compass Manager

**Overview:**

Compass, a program of The Well CDC, is a social enterprise and gathering place that increases the overall economic health of the Middlebury neighborhood by creating a destination in an underserved community. In doing so, profitability allows for The Well CDC to re-invest in its three initiatives; *Restoring Housing, Creating Economy,* and *Supporting Place*.

**Main Objective:**

Baristas are responsible for all Compass orders and make coffee, tea, and other drinks to customer specifications. In addition, Compass baristas operate the Square POS system. Duties of a baristas may include cleaning coffee machines, café space, restrooms, and preparation areas during a normal shift. Baristas work to maintain good customer relations and speedy delivery of all beverages as well as complete assigned tasks from management every day.

**Job Description:** Barista

This scope of responsibility may include, but is not limited to:

**I. Customer Service**

* Providing a great customer experience in and outside of the café space
* Acknowledge the presence of individuals as they walk into the café by greeting each patron
* Showing respect for patrons’ time by moving quickly and efficiently
* Be intentional and attentive to the wants and needs of patrons

**II. Product Knowledge**

* Knowledgeable of all menu items and available inventory
* Educate customers by presenting and explaining the coffee drink menu; answering questions
* Prepare and sale coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, latte, pour over and siphon pot
* Improves quality results by studying, evaluating, and re-designing processes; implementing changes; maintaining and improving the appearance of the café and bar

**III. Daily Operations**

* Review all staff notes on a daily basis at the beginning of each shift
* Maintain inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries and grab ‘n’ go items for coffee bar
* Keep equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs
* Generate revenue by attracting new customers; defining new and expanded services and products
* Follow café housekeeping/cleaning, display maintenance, floor moves and outdoor upkeep as directed by management
* Maintains safe and healthy work environment by following organization standards and sanitation regulations, meeting SCPH standards

**IV. Mission Focus**

* Understand the The Well CDC mission, vison, initiatives and programs
* Actively communicate all the above to patrons and guests

**V. Qualifications**

* High school diploma, GED, or equivalent preferred
* Prior café or coffee shop experience preferred
* Effective interpersonal communication skills
* Proficient in MS Excel and Word

**V. Expectations**

* Hours: 15-25 Hours per week
* Must be able to work some nights and weekends
* Start Date: January 1, 2020
* Meet with supervisor on a weekly rhythm