

Position: Barista

Compensation: \$10/hr

Responsible to: Compass Coordinator

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, vision, 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: 10-20 Hours per week
- Must be able to work some nights and weekends
- Start Date: July 1, 2021
- Meet with supervisor on a monthly rhythm