

**CITY CENTER MARKET
BARISTA
JOB DESCRIPTION**

Purpose: To prepare and serve coffee, other drinks and food. To maintain the appearance and cleanliness of the coffee shop at all times.

Status: Reports to General Manager
Part-time

RESPONSIBILITIES

I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers in the aisles on a daily basis so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

II. COFFEE AND FOOD PREPARATION

- A. Prepare and serve excellent coffee and other drinks according to our standards and recipes, and customer specifications.
- B. Prepare and serve food items according to our standards and customer specifications.
- C. Ring out customer purchases accurately and efficiently.
- D. Maintain familiarity with coffee and deli menu and product selection.

III. CAFÉ MAINTENANCE

- A. Keep dishes, utensils, etc. washed and stored where they belong.
- B. Keep food service area immaculate and neat at all times.
- C. Keep the seating area clean. Vacuum as needed, wipe tables and chairs, clean windows, walls, etc.
- D. Open and close coffee service following established procedures and timelines.

IV. OTHER

- A. Attend department meetings, storewide meetings, and training as scheduled.
- B. Assist with quarterly inventory counts, as requested.
- C. Perform other tasks assigned by General Manager, or as directed by other senior staff.

DESIRED SKILLS AND EXPERIENCE

- Excellent customer service skills
- Demonstrated attention to detail and good organizational skills
- Excellent communication skills
- Demonstrated desire and capacity for teamwork
- Ability to handle multiple demands

- Facility with numbers and basic calculator procedures
- Willingness and ability to grow to meet the changing requirements of the job

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer system and POS system.
- Ability to read, count and write to accurately complete all documentation.
- Ability to stand for prolonged periods
- Manual dexterity with hazardous equipment, including knives
- Ability to freely access all areas of the store including sales floor, back room, kitchen and office areas
- Ability to move or handle merchandise throughout the store including in coolers and freezers
- Ability to reach, bend, twist, rotate and kneel frequently
- Ability to lift 50 pounds