



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 Coffee Shop Manager
Part-Time
Pay Level I, hourly

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 in primarily four ways:

1. Actively interacting with customers daily so that each customer feels welcome, looks forward to returning, and has their needs met.
2. Performing the tasks assigned to this position in an exceptional manner.
3. Actively educating yourself about City Center Market's products, natural foods, nutrition, and food preparation in order to best answer our customers' questions.
4. Using your time at work productively and efficiently so as to spend as much time as possible with customers and so that business resources are used well.

II. COFFEE AND FOOD PREPARATION

- A. Prepare and serve excellent coffee and other drinks according to our standards, our 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 menu, deli menu, and product selections.

III. COFFEE SHOP 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 down tables and chairs, clean windows, walls, etc.
- D. Open and close coffee service following established procedure 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 the Coffee Shop 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 and adapt to meet the changing requirements of the job.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer and point-of-sale system.
- Ability to read, count, and write to accurately complete all documentation.
- Ability to stand for extended periods of time.
- Manual dexterity with hazardous equipment, including knives.
- Ability to freely access all areas of the store including sales floor, backroom, 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.