CITY CENTER MARKET
food co-op & deli

Barista
JOB DESCRIPTION

Purpose: City Center Market strives to be a welcoming, vibrant gathering place where people feel valued, connected and part of our community.

The Barista plays an important role in bringing this vision to life by creating exceptional hospitality and a warm, inviting experience for every person who walks through our doors. More than preparing and serving food and beverages, the Barista helps create a space where people can gather, connect, share stories and feel a sense of belonging. Through friendly, attentive service and pride in maintaining a clean, organized, and welcoming café environment, Baristas contribute to an experience that keeps customers coming back. They prepare and serve quality coffee, specialty and seasonal beverages, and a variety of delicious food options, including paninis, sandwiches, soups and hot bar selections.

For many guests, the Café may be their first introduction to City Center Market. Each interaction is an opportunity to demonstrate our values, build relationships, and create a positive first impression of the co-op. Through genuine hospitality and consistent service, Baristas help strengthen community connections, encourage customer loyalty, and inspire greater engagement with City Center Market.

Status: Reports to Cafe Manager
Non-Exempt, Part-Time
Pay Level I, hourly

<u>Essential Responsibilities of all Level I Employees:</u>

City Center Market values our customers and want them to experience the best customer service in town. This is done, in part, by consistently providing a supportive, personalized, and memorable experience that builds deep trust and loyalty with customers, including: Responsiveness, Proactivity, Personalization, and Deep Knowledge.

- Responsiveness: actively interacting with customers, greeting and thanking them, and answering inquiries quickly and thoroughly for fast issue resolution while respecting customer's time and ensuring their needs are met.
- Proactivity: Anticipating customer needs and solving potential problems before the customer even has to ask.
- Personalization: Projecting an approachable presence, tailoring interactions to individual histories, showing empathy for customer emotions, and treating clients as unique individuals rather than transactions.
- Deep Knowledge: Equipping yourself and staff with strong product and service expertise so they can educate and guide buyers effectively. Keep up on the latest trends in nutrition, natural foods and the co-op industry.

- Workplace Engagement-Brings enthusiasm, energy and contributes to a positive workplace culture.
- Communication-Communicates clearly and promptly with their customers, team, other departments, and management**.**
- Personal & Team Efficiency-Manages competing priorities to ensure work gets done well and promptly for customers. Takes initiative and works as part of a team. Collaborates with coworkers by asking for assistance as needed and providing help as needed.
- Clean and Orderly Environment/Appearance –Wears the City Center Market required department uniform to be identifiable to customers and maintains the uniform in professional, clean, and orderly appearance. Keeps work areas clean, organized and sanitary.
- Demonstrates regular and dependable attendance consistent with job requirements and established scheduling procedures, subject to applicable federal, state, and local leave law, reasonable accommodations and other protections.
- Able to clearly explain how Co-op Ownership functions, promotes Ownership and the benefits of becoming a Co-op Owner.

ESSENTIAL RESPONSIBILITIES

I. COFFEE AND FOOD PREPARATION

A. Take customer orders and convey them to other employees for preparation.
B. Prepare and serve hot and cold beverages with excellence, utilizing the espresso machine, coffee-maker, blender and other appliances according to our standards, our recipes, and customer specifications.
C. Prepare and serve food items according to our standards and customer specifications.
D. Receive and process customer payments accurately and efficiently.
E. Maintain familiarity with coffee menu, deli menu, and product selections.
F. Describe menu items to customers, or suggest products that might appeal to them.

II. COFFEE SHOP MAINTENANCE

A. Receive, or stock supplies or retail products.
B. Stock customer service stations with paper products or beverage preparation items.
C. Keep dishes, utensils, etc. washed and stored where they belong.
D. Clean food service area and keep immaculate and neat at all times, including floors and garbages.
E. Maintain cleanliness in the seating area. Vacuum as needed, wipe down tables and chairs, clean windows, walls, etc.
F. Open and close coffee service following established procedure and timelines.
G. Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
H. Works efficiently and in a safe manner, following safety procedures.
I. Continues to learn and develop knowledge, skills and abilities related to the position.
J. Follows and communicates all department and store SOPs, including opening and closing tasks, as assigned.

OTHER/NON-ESSENTIAL RESPONSIBILITIES

A. Attend department meetings, storewide meetings, and training as scheduled.
B. Assist with quarterly inventory counts as requested.

This job description provides a general overview of the position and is not intended to be an exhaustive list of all the duties someone in this position may perform. Employees may be assigned additional duties as needed to support business operations, consistent with applicable law, their qualifications, role, and operational needs. Employees must be able to perform the essential functions of the position, with or without reasonable accommodation.

REQUIRED SKILLS AND EXPERIENCE

- Demonstrated Customer Service Ability— Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — Talking to others to convey information effectively.
- Ability to monitor self and others to evaluate and assess whether customer-service standards of execution are met and make improvements or course correct, if necessary.
- Ability to actively look for ways to help people.
- Social Perceptiveness and awareness of others' reactions and understanding why they react as they do.

DESIRED SKILLS AND EXPERIENCE

- One year of Barista experience will help you manage the intensity of the work flow during busy times.
- Excellent customer service skills to ensure we are the best customer service in town.
- Demonstrated attention to detail to ensure drinks are made to recipe specifications and standards.
- Good organizational skills to ensure a smooth work flow.
- Excellent communication skills to ensure customers know and understand orders and next steps.
- Demonstrated desire and capacity for teamwork to ensure a positive working environment.
- Ability to handle multiple demands with flexibility and to manage competing priorities.
- Facility with numbers and basic calculator procedures to ensure proper cashiering.
- 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, including an entire shift.
- 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.
- Ability to be in constant contact with others.
- Ability to speak clearly so others can understand you.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to communicate information and ideas in speaking so others will understand.
- Ability to identify and understand the speech of another person.
- Ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.

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- Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Ability to see details at close range (within a few feet of the observer).
- Ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without "giving out" or fatiguing.

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