



HEAVEN & EARTH

Barista

Overview

We are looking for a friendly, multi-tasker barista looking to delight our customers with delicious drinks and good service. You know how to sell and create a friendly place for customers to gather. You have good manners, math skills, attention to cleanliness, and a knack for food and drink. And now, you're ready to put your skills to work with an amazing team for a greater purpose . . .

What you need

- Commitment – Deeply passionate about the success of The Café at Heaven and Earth
- Coachability – Hungry for best practices, receptive to critical feedback, and always striving to improve
- Awareness – Ability to work effectively with a wide variety of groups and people
- Culture Advocacy – A strong passion for improving the culture you work in, with a habit of doing one thing every day to make that culture even better
- Cashier experience
- Basic food preparation skills
- Ability to engage with and galvanize customers to encourage repeat sales. Upselling with flavor shots, baked goods, etc.
- Flexibility to work with a team
- Passion for serving, learning, and achieving store sales goal

Café / Barista Job Duties

- Promotes coffee consumption by educating customers; selling coffee and preparing and serving a variety of coffee drinks, along with baked goods and food items.
- Welcomes customers by smiling, greeting customers by name when possible, determining their coffee interests and needs.
- Educates customers by presenting and explaining the coffee drink menu; answering questions.
- Generates revenues by attracting new customers, supporting the rewards program and other marketing initiatives. Informing customers of featured products, rental space, and off site catering options.
- Maintains supplies by replenishing coffee beans; restocking supplies, pastries, and cookies for coffee bar.

- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; reporting problems to the Team Lead.
- Maintains safe and healthy work environment by following organization standards and sanitation regulations.
- Enhances coffee shop reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Proper money handling, opening and closing procedures.

Qualifications:

- Minimum 18 Years of age.
- Basic computer skills required.
- Must be able to work overtime, including weekends, evenings and special events as needed.
- Well-organized and detail-oriented and able to multi-task.
- This position will require frequent standing and use of hands and arms.
- Must be able to lift up to 30lbs and frequently bend and twist from the waist.
- Frequently required to use hand and finger motions, handle or feel objects, reach with hands and arms.
- Must be able to adjust vision to both day and night lighting, and be able to focus on distant and close-range projects. Regularly required to handle food, hot beverages, and work with sharp objects.
- Must have excellent verbal and written English communication skills.
- Previous restaurant experience a plus.

HEAVEN & EARTH is an integral part of Scranton's renewal. It's a Catholic gift shop, bookstore, and cafe in the heart of the city's cultural district. There are galleries nearby, and coffee shops, but nothing quite like HEAVEN & EARTH. If you have the desire to join in the spiritual renewal of NEPA, apply today. We are looking for someone who is passionate about friendship, coffee and great service.