



Job Title: Beertender

Classification: Hourly

Reports To: Owners

A Black Fire Beertender's number one priority is creating an enjoyable experience for customers. Beertenders facilitate visitor enjoyment by performing a variety of customer service duties including, but not limited to, greeting and serving customers and co-workers, providing education about our beers and other products we carry, stocking beer, serving beer and maintaining cleanliness and orderliness of tap room facilities.

Job Duties and Responsibilities:

- Represent Black Fire Brewing as a brand ambassador.
- Provide excellent customer service to visitors. Greet and serve visitors in a positive and friendly way. Greet everyone who visits Black Fire with a hello and a good bye. Treat everyone like a regular.
- Interact with visitors to develop and maintain a favorable public image. Answer questions and educate guests about Black Fire Brewing, our beers and other products, the differences between beer styles as well as the history and culture around Black Fire Brewing.
- Promote other items we offer for sale.
- Promote Black Fire events and specials.
- Compile daily receipts and other paperwork per Black Fire procedures.
- Maintain comfort & cleanliness throughout the Black Fire tap room, storage areas and restrooms.
- Ensure the tap room, bar and bar area, counters, shelving and storage areas are clean and comply with established sanitation standards, personal hygiene, and health standards at all times.
- Report all equipment problems, bar maintenance issues, violations or substandard practices to management/ownership as soon as possible.

- Attend staff meetings, events and other functions as required.
- Promote good public relations and handle complaints and concerns of guests.
- Report any issues with draft system immediately to management/ownership.
- Ensure all sales go through POS system properly
- Collect payment for all sales
- Follow alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.

Education and Experience:

- High school diploma or GED required.
- At least two years of experience in the beer, spirits, or beverage industry.
- Basic knowledge of beer offerings (flavors, ingredients, etc.) in order to answer questions from customers, as well as conduct tastings.
- Prior customer service or sales experience
- Prior experience working at a brewery preferred
- Prior experience working with Square POS preferred
- References required

Special Requirements:

- Ability to work a flexible schedule: days, nights, holidays and or weekends.
- Current ABC or equivalent alcohol training

Knowledge, Skills, and Abilities:

- Strong interest in/passion for craft beer
- Strong communication and administration skills to interact with customers, vendors, and coworkers in a professional manner.
 - Knowledge of organizational structure, workflow, and operating procedures.
 - Ability to work both independently as well as in a team environment.
 - Ability to resolve customer complaints and concerns.
 - Strong customer relations skills.
 - Positive professional attitude.
 - Team player with the ability to work calmly and effectively under pressure.

Equipment, Machines and Software Used:

This position requires the regular use of a Square POS system. Position also requires basic knowledge of draft system.

Physical and Mental Requirements:

Ability to stand for extended periods of time, walk, talk, hear, use hands to finger, grasp, handle or feel, push, pull, reach, crouch, kneel, crawl or bend, and perform repetitive motions of the hands and/or wrists.

Ability to occasionally exert up to 50 pounds of force, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Environmental Conditions:

While performing the duties of this position, the worker is exposed to inside environmental conditions, extreme heat, potential for physical injury, exposure to hot fluids, pressurized vessels and transfer lines, strong odors, chemicals, and unpleasant tasks such as handling garbage.

Disclaimer:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Please send resume with relevant experience, which can include: beertending, bartending, brewing and hospitality, and two references to shannon@blackfirebrewing.com.