**Job Summary**

Ensure delivery of exceptional customer service, crafting high-quality beverage and food items, while fostering positive customer, community, and coworker relationships. Demonstrate enthusiasm and a commitment to building and maintaining authentic connections and experiences for each customer that will encourage continued patronage.

**Essential Duties & Responsibilities**

* Ensure all beverage and food items are correctly and efficiently prepared to company standards.
* Provide friendly, accurate, and efficient guest service.
* Execute accurate and proper cash handling procedures.
* Ensure the café is clean, organized, and inviting at all times.
* Maintain and communicate knowledge of menu items and store merchandise and answer customer questions regarding products.
* Assist in inventory management and restock supplies as needed, including product displays.
* Perform other duties as assigned.

**Supervisory Responsibilities**

No formal supervisory responsibilities. May provide informal assistance and training to coworkers.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Prior Experience**

* Prior experience in barista, restaurant, and/or customer service positions preferred.

**Skills/Abilities**

* Passion for working with people and able to thrive in a fast-paced environment, handling multiple tasks with keen attention to detail.
* Strong communication and interpersonal skills for effective customer and team interactions; constantly receives and exchanges detailed information through oral communication.
* Excellent guest service skills with a friendly, outgoing personality.
* Capable of building positive relationships with customers and team members.
* Self-motivated and capable of independent work during downtimes.
* Demonstrate precise mental math skills for both following recipes and conducting accurate cash transactions.
* Demonstrate proper work attire and personal appearance in accordance with company standards.

**Physical Requirements / Work Environment**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

* Ability to stand and/or walk for up to 8 hours to perform job duties.
* Occasional stooping or kneeling may be required.
* Occasional lifting, carrying, pushing, or pulling of objects up to 10 lbs.
* Occasional use of ladders and ramps to access elevated areas.
* Frequent wrist and spine movement during beverage preparation and tasks.

**Hours**

* Must be available at least 15 hours/week; flexibility to work weekends, holidays, and varying shifts.
* *This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. This job description does not alter the at-will employment relationship. This job description may change or be altered by the company at any time, with or without notice.*