**Job Summary**

Deliver exceptional customer service and leadership skills to create a welcoming and efficiently run business. Build positive relationships with customers, the community, and coworkers. Ensure business operations are conducted with the utmost professionalism and that the team is properly trained and equipped to deliver top notch service to the community we serve.

**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. Open and/or close out the cash drawer as needed.
* Perform store open and close procedures; ensure the store is properly locked up at the end of the day and security measures are maintained.
* Perform end of day/end of shift cash and credit card close out procedures. Balance cash drawer and credit card transactions according to company protocols. Make bank deposits as needed.
* Lead the team on guest service, training, product quality, merchandising, cleanliness, and food safety. Train team members on beverage and food preparation.
* Handle customer complaints and resolve issues professionally and promptly.
* Maintain and communicate knowledge of menu items and store merchandise and answer customer questions regarding products.
* Demonstrate leadership and encourage the team to meet sales goals during every shift.
* Oversee inventory management and restock supplies as needed, including product displays.
* Perform other duties as assigned.

**Supervisory Responsibilities**

Provide oversight, supervision, and work direction to team members. Responsible for training team members and ensuring the staff is provided the appropriate product knowledge to prepare and serve customers.

**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 is required.
* Prior experience directly supervising barista or restaurant staff is highly 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.
* Ability to inspire other team members by creating a fun and inviting work atmosphere.
* Demonstrate the ability to build positive relationships with customers and team members.
* Ability to think independently and make decisions quickly utilizing solid reasoning skills.
* Demonstrate solid math computation skills and exhibit ability to handle cash and perform cash drawer close out procedures.
* 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 40 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.*