

## Job Description:



## Café Associate/Barista

### General Description

This position will be responsible for:

- † Taking lunch and drink orders and preparing food and drinks for customers

### General Qualifications and Requirements

The qualified candidate will have the ability to adapt quickly to handle a fast-paced and ever-changing environment. The ability to work efficiently, effectively, and with quality are key components to this role. The candidate will be customer service oriented with high adaptability to a fast-paced environment. Ensuring safe practices are being followed by volunteers will be a primary responsibility for the person in this role.

It will be imperative that this candidate works closely with the grāz Manager, Coordinator and Grocery Associate to create efficient workflow and a customer friendly environment. Teamwork is essential to the success of this role.

This position works closely with and reports directly to the grāz Manager. This is a part-time role with full-time being considered as needed.

### Desired Skills and Character Traits *(1 Timothy 3:1-13)*

- |   |   |
|---|---|
| † Servant-minded and submissive in spirit | † Disciplined with time and effort                |
| † Hospitable & welcoming                  | † Organized, detail oriented, and process focused |
| † Able to respond with sensitivity        | † Able to maintain confidentiality                |
| † Team player                             | † Professional                                    |
| † Exemplary integrity and work ethic      | † An understanding of market value for goods      |
| † Teachable spirit                        |   |
| † Discerning in conversations             |   |
| † Eagerness to contribute                 |   |
| † Flexibility                             |   |

## Desired Spiritual Gifts (*1 Corinthians 12:1-31; Romans 12:1-21*)

- † **Administration:** Able to work within organizational systems
- † **Exhortation:** Able to encourage and motivate co-workers, volunteers, and customers; gracious with others in all situations
- † **Serving:** A focus on meeting needs, both in those we serve and those that serve alongside us
- † **Leadership:** Able to lead others by example with clear direction and wisdom
- † **Hospitality:** To warmly welcome people to better serve those in need

## Key Areas of Responsibility

### Customer Service

- † Immediately greet customers as they arrive
- † Engage customers before checking them out (i.e. "How are you today?")
- † Educate customers on menu offerings and answer any questions they may have
- † Show competency in what ingredients are used for each menu item to provide customers with accurate information
- † Take orders while paying attention to details to meet customer's expectations
- † Receive and process payments (cash and credit cards)
- † Serve food and drinks in a timely and efficient manner with attention to quality and detail
- † Flexibility to float between duties of food prep and drink prep

### Food Prep/Cleanliness

- † Prepare made to order foods and drinks according to grāz specifications
- † Follow proper food safety and sanitizing practices when handling/preparing food
- † Prep sandwich bar area prior to café opening (including stocking, cutting veggies, checking warmers, etc.)
- † Keep the cafe area clean and organized
- † Assist with keeping main floor and upper level seating areas and tables clean

### Other Requirements

- † This position will require being cross trained with the Grocery Associate
- † Lifting requirement of 50 pounds
- † Must be able to climb stairs
- † Must become trained in opening and closing procedures for all areas of the store
- † Interact with/give direction to volunteers who may be helping in store
- † Receive/store deliveries following proper food safety guidelines
- † This position may include evening or weekend hours as needed