



REAL LIFE CHURCH
JOB DESCRIPTION

Job Title: Barista
Department: Building and Grounds
Reports To: Undergrounds Coffeehouse Manager
FLSA Status: Non-Exempt
Date: June 2018

SUMMARY OF PURPOSE OF JOB:

Responsible to embrace and promote the mission and vision and culture of Undergrounds Coffeehouse, proactively ensuring excellence in product and service, cultivating an irresistible environment, training and enabling volunteers, and supporting the vision and direction of Undergrounds Coffeehouse as a business and a ministry. This role operates under the leadership of the Manager, Assistant Manager, and Lead Barista, in that order.

VALUES AND BELIEFS:

➤ 'We' Statements

- We* Keep It 'Real'
- We* Assume The Best
- We* Work As A Team
- We* Take Care Of Ourselves
- We* Are Open To Change

➤ The Four C's

- Character
- Competence
- Calling
- Chemistry

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Ensure excellence in product and service

- Understand the Undergrounds standard in the context of the mission, vision, and culture of Undergrounds.
- Achieve mastery of all Undergrounds coffee, espresso, and tea offerings, including techniques, training methods, origins, recipes, and drink abbreviations.
- Manage teams on-the-floor during shifts.
- Assess and maintain the standard of excellence for each product served.
- Follow up in the moment with volunteers with constructive feedback.
- Identify efficiencies and inefficiencies in Undergrounds product and service procedures, communicate them to the Manager and Assistant Manager, take part in implementing ways to strengthen in this area.
- Assess and maintain a standard of excellence with each guest interaction. Is a robust advocate of the “I can” mentality.
- Explore and proactively seek out volunteer strengths and opportunities and communicate them to the Manager and Assistant Manager.
- Ensure adherence to cleaning and maintenance procedure task lists.
- Ensure adherence to all health code rules and recommendations.
- Does not settle for “sufficient” performance and leads the team to adopt the same mentality.

Cultivate an irresistible environment

- Is infectious in communication - both verbal and nonverbal - with guests, volunteers, and fellow staff.
- Effectively handle unexpected circumstances, uncomfortable situations, or distractions.
- Handle high-pressure situations calmly. Remain calm during periods of high volume or unusual events.
- Manage personal stress level and display appropriate behaviors and actions on the floor. Put everyday frustrations aside and move on to focus on the positive, have a positive outlook on the future.
- Remain confident during times of crisis. Take appropriate action to minimize the effects of problems and crisis situations; seek advice and input from the Manager as needed.
- Address irate or frustrated people in a calm and respectful manner.
- Demonstrate patience and resilience at all times, respond calmly and professionally when challenged.
- Lead by example; let disposition, posture, action, and response represent a strong advocacy of Undergrounds Coffeehouse.
- Identify strengths and weaknesses or potential roadblocks in the Undergrounds environment that would keep it from being irresistible, communicate them with the Manager, take part in implementing ways to strengthen in this area.

Train and enable volunteers

- Recruit volunteer baristas.
- Assist with training of volunteers, thoroughly educating volunteers on the mission, vision, standard, and procedures of Undergrounds Coffeehouse.
- Effectively lead volunteers and baristas in service, training, cleaning, maintenance, and operations tasks.
- Communicate team's successes and areas of opportunity with Manager and Assistant Manager in a constructive and timely manner.

Support vision and direction of Undergrounds Coffeehouse as a business and a ministry

- Operate the store effectively in absence of the Manager and Assistant Manager.
- Work and communicate effectively and professionally with volunteers; set clear goals and follow up on progress.
- Find ways to increase efficiency during busy times, suggest ideas to accelerate processes.
- Suggest innovative ways to achieve results.
- Focus on business-critical tasks, be able to prioritize business needs.
- Overcome stress and pressure that may be required to drive results.
- Excel at understanding store budget and effectively track inventory needs and make adjustments accordingly.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

2-3 years' experience in servicing customers (restaurant or coffeehouse experience preferred)

High School Diploma or equivalent; Two years College preferred

Familiar with coffeehouse equipment preferred

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to read and interpret spreadsheets.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Servsafe Certification per Health Department regulations

PHYSICAL DEMANDS

While performing the duties of this job, the employee must frequently (more than 2/3 of time) talk or hear; stand; walk; use hands to finger, handle, or feel; reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distance vision.

WORK ENVIRONMENT

The majority of the duties of this position are performed in an open environment. The noise level in the work environment is usually moderate.

My signature below indicates that I have read, understand, and acknowledged receipt of this job description. I understand that if I have any question at any time regarding any part of the above-stated responsibilities, I may contact my immediate supervisor. The information contained in this job description may be amended from time to time at the sole discretion of the company.

Can you perform the functions of this job, with or without reasonable accommodations?
 Yes No

(An accommodation is any modification or adjustment to a job, an employment practice, or the work environment.)

If no, please list accommodation required:

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

We are an Equal Opportunity Employer. Employment is at-will, and therefore, can be terminated, with or without cause, at any time, at the option of the employee or Real Life Church. Your signature does not modify this at-will employment relationship.