



<b>Job Title</b>	<i>Barista</i>
<b>Status</b>	<i>Part-Time, hourly</i>
<b>Compensation</b>	<i>Hourly rate</i>
<b>Reports To</b>	<i>Mission Coffee Manager</i>
<b>Date</b>	

### Overview

The barista’s responsibilities include providing exceptional customer service, educating customers on our menu, making recommendations based on the customer's preferences, taking orders, up-selling special items, and keeping the facility clean and stocked. To be successful in this role, a barista should have customer service skills, knowledge of brewing methods and specialty drinks, and a motivation to keep the store clean and presentable (while experience is not required, it is preferred). The barista should be flexible to work various shifts throughout the weekly schedule including Saturdays. Ultimately, the barista ensures an excellent experience for our guests.

### Essential Functions

#### First Priority - Customers:

- Immediate greet customers upon arrival and provide exceptional customer service
- Engage customers before taking orders
- Educate customers on menu items and answer any questions
- Discern customer’s preferences and make appropriate recommendations
- Upsell items
- Learn the names and orders of regular customers
- Take detailed orders, careful to pay close attention to any preferences
- Receive and process payments (cash, credit cards, rewards points)
- Serve prepared food and assist in the preparation of food when required
- Prepare and serve beverages and beverage components to standard

## **Second Priority - Between Customers:**

- Keep the bar area and equipment clean
- Brew drip coffee as needed according to the coffee cadence
- Maintain an empty dirty dish bin
- Wash and put away dishes in the kitchen
- Restock the drinking water container, condiment bar items, and bar essentials
- Maintain a clean dining area, sanitizing tables and chairs, and sweeping crumbs off the floor
- Maintain stock of syrups, bar fridge, pastries, bagged coffee and merchandise
- Maintain stock of clean mugs and plates
- Complete tasks on the checklist (for the appropriate shift) with initials by completed tasks, working ahead to ensure completion before the shift is over. Stay until it is completed.
- Complete daily tasks as possible (first shift), and complete before end of day (second shift)
- If there is time and it is appropriate, complete items on the next shift's checklist
- If the above is complete, ask your manager for something to do
- Notice if equipment operates properly and report any maintenance needs
- Comply with health and safety regulations
- Recommend new menu items and communicate customer feedback to managers

## **Qualifications**

- No experience required, but 1-2 years' experience in a café or retail environment preferred.
- Ability to multitask, follow detailed instructions, and maintain professionalism.
- Strong customer service skills.
- Effective communication skills.
- Teachable and open attitude towards new ideas, instruction, and change.
- Computer knowledge / Technical capacity.
- Valid CA Food Handler Card (or ability to obtain one)

## **Personal Traits**

- Personal relationship with Jesus Christ and actively engaged in a local church.
- Interpersonal relatability skills. Must possess soft skills.
- Lives a life reflective of the principles taught in the Word of God.
- Resourcefulness, creativity, and problem-solving skills.
- Effective organizational skills for managing multiple tasks independently.
- Sound judgement, professionalism, and positive attitude.
- Fulfill all aspect of the job description according to the biblical principles and philosophy of ministry as defined by the Visalia Rescue Mission Statement of Faith, Vision, Mission Statement and the Five Marks of Developed Christian Character: Spiritual Maturity, Emotional

Resilience, Mental Flexibility, Work Excellence, and Bodily Stewardship.

### Physical Demands

- Attendance and punctuality.
- Ability to stand or sit in one place for long periods of time.
- Ability to lift up to 50 pounds.

### Environmental Conditions:

- Indoors in typical restaurant environment with little exposure to excessive noise, dust, fumes, vibrations, and temperature changes approximately seventy-five percent (75%) of the time.
- Frequently work at fast pace with unscheduled interruptions.
- Responsibilities may require an adjusted work schedule, overtime, and evening/weekend hours in order to meet deadlines.
- May move (walk or drive) from one work location to another occasionally.

### Compensation:

- Pay is based on experience.
- Health benefits following 60 days of continuous employment. (**Full-Time Employee's ONLY**)
- CalSavers option is available after 30 days of continuous employment.

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**Changes:** This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

**ADA/FEHA:** The Visalia Rescue Mission will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

**EEO:** The Visalia Rescue Mission is an equal employment opportunity employer.

### Certification:

By signing below, I hereby acknowledge receipt of this job description. I have been allowed to ask – and have received answers – to any questions I had regarding the job description. I fully understand this job description. I understand that my employer may revise this job description, at its sole discretion, at any time. Furthermore, I also understand that my employer may assign additional job duties as needed.

I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

*If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position:* \_\_\_\_\_

\_\_\_\_\_

I understand that employment with the Visalia Rescue Mission is considered “at-will”. Neither I, nor the Visalia Rescue Mission, is committed to continuing the employment relationship for any specific term. Either I, or the Visalia Rescue Mission, may terminate the employment relationship at any time, with or without cause and with or without notice.

*For an employee who is currently performing the job: (Please initial below)*

\_\_\_\_\_ I have reviewed the job description for my position and it accurately reflects at least 95% of the work I do on a daily basis.

\_\_\_\_\_ This job description should contain the following job responsibilities to be an accurate reflection of my daily or weekly job responsibilities: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_

<b>Approved By</b>	
<b>Date Approved</b>	
<b>Date Received</b>	