

Job Description: Barista
Department: Food and Beverage
Reports to: Café Supervisor
FLSA Status: Non-Exempt



Position Summary: The Barista is responsible for making and serving all products with friendly, individualized attention towards each customer; using a skilled hand and a passion for perfection, products are served to customers in a tasty and visually appealing manner. The Barista may also perform customer service duties of order taking and cashiering, and preparing cafe menu items, which includes manual labor to clean and maintain the Café, practicing good safety, sanitation and organization skills. The Barista works as part of a team in a dynamic and intense Café environment. In addition to maintaining our vision by adhering to our values and management principles, this position must provide the highest level of service to our guests.

Principal Duties and Responsibilities

- Make hot and cold beverages in an extremely fast paced environment by following the standard recipes and procedures maintain the highest quality and consistent product standards
- Educate customers about coffee, teas and services
- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items
- Responds proactively to prevent customer service situations; reports all customer complaints to manager on duty
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner
- Answers telephone in a courteous and friendly manner including by not limited to giving store greeting, directions to location, and receiving and filling customer orders
- Sells and serves baked goods, lunch menu items and miscellaneous food and retail items
- Rotates stock in containers to maintain freshness; restock shelves and containers as necessary
- Routinely cleans the bar area, floor, windows and grinders, and takes out trash, etc.
- Reports safety hazards to the manager on duty
- Reports all employee accidents to the manager on duty
- Informs the manager on duty of any operational inconsistencies
- Makes lists of items to be ordered and assists in keeping the Café organized
- Assemble sandwiches, salad, and soups to customer orders
- Complies with food handling requirements for certain dishes such as vegan or gluten-free
- Assists in cleaning the Cafe before closing for the night
- Ensure compliance with inventory procedures; inform kitchen manager/Chef as stock runs low
- Know the menu thoroughly and have the ability to make each item on the menu
- Ensure the cleanliness of the Cafe by maintaining to specified standards, passing Health Department audits, and training staff on proper sanitation guidelines
- Avoid cross contamination, improper food handling and/or storage practices, etc., through proper training and supervision
- Assist in the training of new Cafe staff
- Step in for other Cafe staff as needed in urgent circumstances

- Attend staff meetings as needed
- Other duties as assigned by supervisor or other management

Minimum Qualifications

- High School Diploma or GED equivalent
- 1-2 years' experience as a barista, with demonstrated skill in making espresso coffee drinks as a face pace, getting it right the first time
- Knowledge and skill to use an commercial espresso machine, French press, and drip coffee
- Food prep and service experience preferred
- Food Service Card Issued by the State of Washington
- Cashiering, cash handling experience with the ability to balance and close a till
- Professional appearance and manner, good character to work on a fast-paced team
- Positive, honest and energetic work ethic
- Able to grasp, lift and/or carry up to 30 lbs. as needed
- Regularly required to stand, walk, talk and hear for almost all of scheduled shift
- Frequent required use of hand to finger motions, handle or feel objects, reach with hands and arms
- Regularly required to handle food and hot beverages
- Able to withstand changes in temperature, occasional smoke, steam and heat and work in a confined area
- Must possess hearing, visual and sensory abilities to observe and detect emergency situations; also to distinguish product, taste texture, temperature and presentation and preparation

Knowledge, Skills, and Abilities

- Serve Safe Certified
- In-depth knowledge and skills in coffee art, coffee roasting, in-depth coffee knowledge and cold-brewed coffee preferred
- Ability to work special events, as needed
- Pays attention to small details, excellent reading comprehension and able to follow instructions
- Understand nuances and ability to adapt each batch of coffee to the day's weather, drinker preferences
- Strong communication and organizational, time management and multi-tasking skills
- Willing and able to work evenings, weekends and holidays
- Can work on own as well as part of a team
- Passion for good food, local ingredients and quality customer experiences.
- Can work well under pressure in a fast-paced, high stress environment
- Clear understanding of weights and measures and has good math skills
- Demonstrates the ability to handle criticism well and learn from mistakes

Key Competencies:

Key competencies include manages times well, communication, produce large quantities of beverages fast and efficiently, attention to detail, honesty, reliability, adaptability, and efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability. Pursuant to the Americans with Disabilities Act, the Fort

Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

Fort Worden Public Development Authority is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families.

To apply, send your resume to HR@FortWorden.org