

TITLE: Barista

SUMMARY: Under the direct supervision of the Coffee Shop Coordinator, the Barista is responsible for crafting high-quality coffee and espresso drinks, providing excellent customer service, and maintaining a clean and welcoming environment for our customers. This position plays a key role in delivering a great coffee experience and ensuring customer satisfaction.

STATUS: Full-Time/Seasonal

CLASSIFICATION: Non-Exempt

REPORTS TO: Coffee Shop Coordinator

DIRECT REPORTS: n/a

ESSENTIAL FUNCTIONS OF THIS POSITION:

- A. Prepares and serves a variety of hot and cold beverages, including coffee, espresso drinks, teas, and specialty beverages according to our recipes and customer preferences.
- B. Greets and interacts with customers in a friendly and professional manner.
- C. Takes customer orders accurately, offering suggestions and answering questions about menu items.
- D. Ensures a positive and memorable customer experience by providing prompt and efficient service.
- E. Keeps the coffee shop and work area clean and organized, including the coffee machines, counters, seating areas, and restrooms.
- F. Follows proper sanitation and food safety guidelines to ensure a hygienic environment.
- G. Stays updated on new coffee and tea products and seasonal offerings.
- H. Assists with stocking and organizing inventory, including coffee beans, syrups, milk, merchandise, and other supplies.
- I. Works as part of a team to ensure smooth operation and customer satisfaction.
- J. Communicates effectively with fellow team members and management.
- K. Operates the cash register and handles transactions accurately, including cash, credit cards, and mobile payments.
- L. Balances the cash drawer at the end of each shift.
- M. Other duties as assigned*

KNOWLEDGE, SKILLS, AND ABILITIES

- A. Ability to manage multiple tasks simultaneously, such as taking orders, preparing drinks, and maintaining a clean workspace.
- B. Ability to communicate clearly and politely with customers, take orders accurately, and provide recommendations.
- C. Ability to operate and maintain espresso machines, grinders, and other coffee equipment.
- D. Ability to demonstrate proficiency in using point-of-sale (POS) systems to process orders, handle payments, and manage transactions.
- E. Knowledge of all coffee and tea offerings, including flavor profiles, brewing methods, and presentation techniques.
- F. Knowledge of cleaning and maintaining coffee equipment and the workspace to ensure hygiene and safety.

QUALIFICATIONS:

- A. Food Safety Certification, required.
- B. Experience working as a barista, preferred.
- C. Proficiency in both English and Spanish, preferred.

PHYSICAL AND MENTAL DEMANDS

Physical Demands: The essential functions of the position may require **frequent** long periods of standing and sitting, repetitive use of both hands and finger dexterity in both hands, handle or feel, grasp and hold and cut; see, talk, hear; reach with hands and arms; and walk upstairs and inclines.

The employee is **occasionally** required to twist, stand, walk, climb or balance, stoop, kneel, crouch, or crawl. **Occasionally** required to lift and/or carry up to 50 pounds. Specific vision abilities **frequently** required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee is required to walk on unstable grounds and **occasionally** up to a mile within and around the camp/conference center.

Mental Demands: The essential functions of the position require the ability to read and write complex material, perform simple and complex math calculations, and the ability to perform simple and complex tasks; perform clerical functions, compile and analyze information; coordinate activities, supervise and instruct others; follow instructions, influence others, meet time requirements, memorization, problem solving through use of independent judgment and decision-making skills.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, outside seasonal weather conditions, and risk of electrical shock. The noise level in the

work environment is usually moderate. Work will entail the use of computer equipment. The employee works alone, with others, around others, with verbal and face-to-face contact.

***The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties and skills required of employee(s) so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of Zephyr Point Presbyterian Conference Center.** Zephyr Point Presbyterian Conference Center abides by employment at-will, which permits the Company to change the terms and conditions of employment with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. Neither this job description nor any other written or verbal communications are intended to create a contract of employment or a promise of long-term employment. Employment-at-will may be terminated with or without cause and with or without notice at any time by the Employee or by Zephyr Point Presbyterian Conference Center.

Zephyr Point

Mission

Inviting all to experience God through education, exploration, & inspiration.

Vision

A center of excellence cultivating spiritual growth, recreation, and learning
in an inclusive environment of natural beauty, hospitality, and peace.

Values

Serving with love

Creating community

Caring for and learning from Creation

Engaging the mind, refreshing the body, nurturing the soul

Welcoming all people

Print Name _____ Date _____

Employee Signature _____

Executive Director Signature _____ Date _____