



JOB DESCRIPTION

Title	Barista – Capella Tower Skyway Coffee Shop (downtown Minneapolis)
Purpose	To provide exceptional beverages and outstanding service at our Coffee Shop.
Reports To	Coffee Shop Manager and Director of Retail
Position Classification	Part-time, non-exempt. Hours: 16.5 hours per week (M-W-F, 12-5:30 pm). Part-time benefits eligible.
Location	Capella Tower, 225 S. Sixth Street, Minneapolis, MN, 55402; hours of operation are Monday-Friday, 6 am – 5:30 pm

Job Responsibilities

Essential Duties (95%)

- **Customer Service (35%)**
 - Greet customers and provide a friendly, accessible, educational, and memorable experience.
 - Respond accurately to customer questions, orders, and concerns and refer them to other resources as relevant.
 - Maintain a comfortable, tidy, inviting environment in the Coffee Shop and its surroundings.
 - Stock and maintain appearance of retail and merchandise areas.
- **Knowledge and Engagement (15%)**
 - Complete initial training program.
 - Attend other relevant training as assigned to update knowledge of all current menu items and merchandise as well as grow drink production skills.
 - Taste beverages regularly to ensure product knowledge and provide product feedback.
 - Attend monthly barista team meetings.
 - Offer relevant suggestions for the continued improvement of store operations.
 - Provide feedback as appropriate to Head Barista, Manager and Director of Retail regarding customer comments and observations.
- **Food and Beverage Service (35%)**
 - Prepare drinks to Peace Coffee's exacting standards.
 - Prepare and sell food from a simple menu of fresh, local options.
 - Comply with all applicable health, safety, and food-handling laws.
 - Monitor the use of paper and perishable goods according to FIFO guidelines and best practices.
 - Receive, count and stock deliveries of products.
 - Make flavored syrups as necessary to maintain needed inventory.
- **Cash Handling (10%)**
 - Maintain a balanced cash drawer and follow all cash and inventory control procedures.



Non-Essential Duties (5%)

- Other duties as assigned.

Qualifications

- Retail or customer service experience required.
- Previous coffee or tea experience required, with third wave coffee experience preferred.
- Reputation for excellent relations with customers, and ability to maintain a pleasant disposition and sense of urgency while helping customers is essential.
- Reputation for excellent relations with co-workers, and ability to cooperate successfully as a member of a team.
- Ability to communicate effectively with others, including giving and receiving clear, honest, feedback.
- Flexible, with the ability to multi-task and remain pleasant in a demanding environment.
- Weekday availability, hours vary dependent on weekly schedule. Flexibility is essential during busy seasons or when normal workflow is interrupted by unforeseen events.
- Good cash handling skills.
- High school diploma/G.E.D. required.
- Passion for quality coffee, artisan food, outstanding service, and our mission.

Physical Requirements

- This job requires hearing, speaking, seeing, carrying, bending, walking, kneeling, reaching, pushing, pulling, lifting up to 50 pounds, and being able to stand for 4 to 8 hours, or the ability to accomplish the physical requirements with or without reasonable accommodations.

Peace Coffee's mission is to make exceptional-tasting, fair-trade organic coffee that sustains the livelihoods of the people who grow, roast and sell it; preserves and protects the environment that produces it; and delights the taste buds of the people who drink it.

Peace Coffee provides equal employment opportunity to all individuals, regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex (including pregnancy), sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Peace Coffee will provide reasonable accommodations for qualified individuals with disabilities.

To Apply

Please email a resume and hours or availability to jobs@peacecoffee.com with "Applicant for Barista - Capella Tower Skyway" and your name in the Subject Line. No phone calls please. Application materials can alternatively be sent to/dropped off at our office located at: 2801 21st Ave S, Ste. 130, Minneapolis, MN 55407. **Preference will be given to qualified applicants who apply by May 15, 2019.**