

BookPeople Barista Job Opportunity!

Job Title: Barista

Department: BookPeople café, aka: CoffeePeople (a full coffee bar with prepared food items)

Reports To: Café Manager

SUMMARY: Barista is a customer service centric position that educates customers on our current offerings and prepares orders to customer specifications. You represent our company to vendors, customers and employees, and work in the best interest of CoffeePeople, BookPeople and our community of books, and coffee/tea drinkers, by providing a positive experience in the front and back-of-house of the cafe.

DUTIES:

- Provide excellent and friendly service for every customer in the store, online or on the phone, including greeting all customers. Customer service requires patience, kindness, and the ability to work with diverse communities and customer needs.
- Properly prepare all consumable offerings, while maintaining the proper temperatures and expiration dates
- Order pastries from third party vendors, as needed
- Restock food and supplies, as necessary
- Complete the opening and closing procedures to standard; checklist provided
- Maintain a clean, safe workstation at all times
- Answer customers' questions and accurately take their order
- Prepare custom requested drinks to the customers' specifications
- Take customers' payment, and accurately provide change, when necessary
- Rectify sales drawer at the end of shift
- Accept, fulfill and deliver curbside pickup orders
- Report maintenance, as needed
- Participate in yearly inventory, as needed

QUALIFICATIONS:

- Barista certification preferred
- Ability to prioritize and multitask
- Ability to adapt to evolving situations and handle change with patience
- Ability to follow directions as outlined, and ask for clarity when needed
- Ability to work efficiently both independently and as part of a team
- Effective communication skills, with coworkers and managers, across all departments
- Must have reliable transportation to and from BookPeople for scheduled shifts
- Works in the best interest of CoffeePeople, BookPeople and our Community Bound by Books

COMPETENCIES:

- Excellent customer service skills
- Punctuality
- Prior experience in a food or retail environment preferred

- Ability to learn quickly and accurately perform the same procedure continuously
- Ability to do basic math and handle money with loss prevention in mind with all transactions
- Ability to interact comfortably and accurately with POS system and other programs we depend on to keep the store functioning
- Strong problem solving skills and the ability to use provided resources effectively
- Ability to work unsupervised and complete all assigned tasks in a timely manner
- Ability to foster a positive experience for both customers and staff

PHYSICAL DEMANDS:

- Ability to stand and/or move constantly during a shift
- Ability to lift at least 35 lbs
- Ability to move at a quick pace to deliver drinks/food to curbside customers

Training:

- Texas Food Handlers Card
 - BookPeople will pay costs to obtain this certification

Starting Wage: \$11.50 + tips, **Labor Grade:** 1

Schedule Requirements: Flexible. Must be able to work mornings, evenings, weekends and holidays. This is a full time position.

EEO: BookPeople Inc. is an equal opportunity work environment and is considered an affirmative action employer. We are committed to the hiring, promoting, and providing continual equal employment opportunities regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, or Veteran status.

To apply for this job, please email a completed application to cafemanager@bookpeople.com, or drop it off at the cafe in the bookstore during business hours.

Benefits and Perks!

- FREE garage parking in downtown Austin
- Paid vacation, sick, personal, holiday and birthday benefits
- Access to lots of ARCs (advanced readers copies)
- Employee discounts on books, gifts and coffee
- Access to book platforms accessible only to indie bookstores, publishers and the like