

Baldwin Wallace University
Department of Human Resources

Barista / Starbucks

Department: Food Service
Incumbent:
Classification: Food Service Associate (A)
Status: Part-time, Non-exempt
Work Schedule: Monday-Friday, Weekend Rotation, Special Events and or Holidays, Open year round
Date:
Control#:

Job Summary and Mission:

This job contributes to Baldwin Wallace University's Starbucks success by assisting the store team in executing store operations during scheduled shifts. This position consists of working with team members so they can create and maintain the "Starbucks Experience" for our customers. The barista is responsible for modeling and acting in accordance with BW Starbucks guiding principles and follows proper HACCP procedures.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of BW Starbucks. Maintains a calm demeanor during periods of high volume or unusual events to keep store operating efficiently.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipes and presentation standards. Follows health, safety and sanitation guidelines for all products.
- Delivers legendary customer service to all customers by acting with a "customer comes first" attitude and connecting with the customer.
- Creates a positive environment by providing clear, specific, timely and respectful feedback to team's supervisory member on shift to ensure operational excellence and to improve performance.
- Ensure the delivery of legendary customer service for all customers and consistency of products. Reinforces Starbucks policies and procedures.
- Maintain cleanliness by following proper sanitation procedures with equipment, work area and proper food handling, as mandated by HACCP regulations. Help to keep refrigeration units organized and stock rotated.
- Follows Starbucks operational policies and procedures, including those for cash handling and safety & security, to ensure the safety of all team members.
- Follows all cash register policies and ensures proper cash management practices are followed.
- Maintains regular and consistent attendance and punctuality.
- Promotes good personal hygiene by following proper sanitation methods and appropriate dress standards. Presents a neat, clean appearance.
- Be responsible for notifying a Supervisor if you have any problems with day to day issues of customers, served items, recipes, meals or if you need help. Complete cleaning assignment regularly. Report needed repairs on equipment. Assist in the development of new employees and student employees.
- Fill in service summary sheets and other record keeping sheets as needed. Read menu board and do necessary advance prep work. Check and record all appropriate temperatures as required.
- Use initiative to help your department run efficiently, make decisions, and take responsibility for your assigned area. Communicate with others to relay pertinent information. Promote good public relations by always offering the best possible service.
- Supports the sustainability efforts of the BW Starbucks campus recycling and composting procedures

Required Knowledge, Skills and Abilities

- Must be Servsafe food handler certified or able to pass classes in 60 days upon hiring
- Must have a valid driver's license, with safe driving record
- Ability to read, write and accurately follow oral and written instruction.
- Basic accounting skills. Knowledge of proper use of cash register, receiving and distributing money
- Able to work independently as well as with team.
- Able to multi-task and direct diverse groups of employees
- Good communication skills-written and verbal
- Ability to follow crew leaders or supervisors direction
- Team player
- Strategic thinker with the ability to multi-task and troubleshoot.

Conditions of Employment:

Must successfully complete a 90 calendar day probationary period. Must pass a criminal background check!

Working Conditions and Physical Requirements:

Work involves moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, cleaning chemicals and/or loud noises. Considerable physical activity. May require handling of objects that can weigh up to 50 lbs. Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions.

Application

Application deadline is Thursday, August 9, 2018. Please apply in person at:

BW Union Dining Hall

120 East Grand Street,

Berea, Ohio 44017.

Ask for Ruth Hancock

Baldwin Wallace University is an EEO/AA employer and educator. At BW, we support and encourage diversity in a variety of forms. We value and appreciate inclusive excellence in the classroom, within extracurricular activities, and as we engage our community partners. Learn more at Diversity Affairs -

<https://www.bw.edu/about/diversity/>