



## Job Description

<b>Title</b>	Hebrews Café Barista	<b>Status</b>	Part-time; Non-Exempt
<b>Department</b>	Hospitality	<b>Reports to</b>	Hebrews Café Supervisor

### POSITION PURPOSE

Hebrews Café is a non-profit coffee shop, largely committed to providing a place for members and guests to gather and form connections in a Christ-centered environment. This position is responsible for making drinks, showing high hospitality, and promoting Hope Lutheran's mission... "to encourage all people to know the love of Christ."

### POSITION RESPONSIBILITIES

- Deliver amazing customer service to all customers by making personal connections with other staff and volunteers – showing high levels of Hospitality.
- Discover and respond to customer's needs.
- Maintains a clam demeanor during periods of high volume – setting a positive example.
- Provide quality beverages, learning and using standardized menus.
- Maintain a clean and organized workspace.
- Follow health, safety, and sanitation guides for all products.
- Communicate information to Supervisor so that the Hebrews team can succeed.
- Ensure the proper cleanliness and maintenance of the equipment and space.
- Provide support and encouragement on Wednesday evenings and/or Sunday mornings and fill in gaps where necessary.
- Cultivate relationships with Hope staff and volunteers and provide encouragement through regular communication with them.
- Work with Supervisor and embody personal creativity with ideas for monthly specials.
- Work closely with Café staff and supervisor – helping to anticipate customer and store needs.
- Meet Hebrews operating policies and standards which includes providing quality service, products, integrity in cash handling and facility safety and security.
- Help build traffic and business through relationships, Word of Mouth advertisement, Personal excitement, etc.
- Other miscellaneous duties include washing towels, labeling, painting, and recycling as necessary.

### REQUIRED SKILLS AND ABILITIES

- ❖ Commitment to the mission and core values of Hope Lutheran and a desire to serve others.
- ❖ Highly skilled in multi-tasking, ability to organize, prioritize and implement goals creatively.
- ❖ Strong relational skills required to engage customers.
- ❖ Willingness to learn.
- ❖ Maintain Regular and consistent attendance and punctuality.

Hope Lutheran Church  
 2900 Broadway N  
 Fargo, ND 58102  
 Office: (701) 235-6629  
 Fax: (701) 235-5008

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Updated: May 2012