JOB DESCRIPTION

TITLE:  Barista
DEPARTMENT:  Food Services
REPORTS TO:  Director of Food Services
FLSA:  Non-Exempt

SUMMARY OF JOB:
This position contributes to our success by providing legendary customer service to all customers. This job creates the coffee experience for our customers by providing customers with prompt service, quality beverages and products, and maintaining a clean and comfortable store environment. Models and acts in accordance with Community Hospitals guiding principles.

RESPONSIBILITIES:
Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

Prepares and serves quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe 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. Discovers and responds to customer needs. Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication.

Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.

Anticipates customer and store needs by constantly evaluating environment and customers for cues. Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.

Take payment including credit cards and cash. Makes correct change.

Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.

Follows operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.

Maintains a clean and organized workspace so that partners can locate resources and product as needed.

Recognizes and reinforces individual and team accomplishments by using existing organizational methods.

Maintain regular and consistent attendance and punctuality. Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays.

Prepare food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients.

Available to perform many different tasks within the store during each shift.

Other duties as assigned.

**QUALIFICATIONS:**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**
High school diploma or equivalent with at least one (1) year of customer service experience in a retail environment; barista experience preferred
OR
equivalent combination of education and experience.

**SPECIAL SKILLS:**
Ability to learn quickly
Ability to understand and carry out oral and written instructions and request clarification when needed
Strong interpersonal skills with the ability to work as part of a team and build relationships with all levels of internal and external customers.

**CERTIFICATES/LICENSES:**
Current ServSafe certification or Food handler’s Card (or must be obtained within 90 days of hire)

**LANGUAGE SKILLS:**
Must be able to speak, read and write English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors and other employees of organization. Able to work in a team-oriented environment.
**MATHEMATICAL SKILLS:**
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate correct change.

**REASONING ABILITY:**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**
Demonstrates exceptional customer service skills using the “Whatever It Takes” philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**
Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**
Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**
To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**PHYSICAL DEMANDS:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**
Attends annual compliance and privacy training.
Responsible for complying with all federal, state and local rules and regulations. Must comply with the Code of Conduct Guide. Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO. Reports any conflict of interest or relationship immediately.

**HIPAA:**
Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

___________________________________________________   _________________________
Employee Name & Signature Date

___________________________________________________   _________________________
Supervisor Name & Signature Date