



Barista

Part-Time

Job Order 601672

April 19, 2017

Department: Finance/Campus Buzz

Salary Grade: PA

Position #: 07100113

Reports To: Bookstore Technical Operations Manager

LOCATION: Green Bay Campus

MINIMUM STARTING RATE OF PAY: \$10.17 per hour

STANDARD HOURS: 15 to 20 hours (3 to 4 shifts per week) - Flexibility required as needed

Available Shifts:

Monday through Thursday 6:30am – 11:30am

7:00am – 12:00pm

11:30am – 4:30pm

12:00pm – 5:30pm

Friday 6:30am – 12:30pm

7:30am – 1:30pm

Required online application available on website: www.nwtc.edu/jobs

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.

POSITION SUMMARY

Provide a unique customer experience by maintaining a high level of prompt, friendly service while preparing quality beverages. The barista presents oneself professionally and demonstrates superior listening, verbal, and people skills to all customers and team members.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

Essential Functions Statement(s)

- Provide customers with a positive experience utilizing clear communication skills.

- Prepare and sell beverages based on customer requests. Customer may request changes to standard recipes based on changes in temperature, quantity of ingredients, or substituted ingredients.
- Follow cash handling procedures and cash register policies
- Assist with customer retention through building rapport. This could include learning customer names, favorite drinks and/or food items.
- Ensure that customers are educated on products by explaining the drink menu and answering questions regarding coffee blends, specialty drinks, preparation, and product freshness.
- Maintain the café environment by routinely cleaning the bar area, floor, tables, and grinders, removing trash and recycling, and cleaning and sanitizing machines and equipment according to established guidelines
- Follow health, safety, and sanitation guidelines in addition to established procedures for opening and closing the Campus Buzz
- Other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Values - Demonstrate behaviors and action that support the College’s values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Accuracy - Ability to perform work accurately and thoroughly.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Reliability - The trait of being dependable and trustworthy.

SKILLS & ABILITIES

Education: High School Graduate

Experience: One year previous coffee shop experience preferred

***An equivalent combination of education and work experience may be considered*

Other Requirements

- Work effectively in a team environment
- Attend monthly team meeting. Maintain regular and consistent attendance and punctuality.
- Ability to work independently and without close supervision
- Ability to work with heavy and/or hot products and equipment

PHYSICAL DEMANDS

N – Not Applicable

O – Occasionally – up to 33 percent of the time or 0 to 2.5 hours per day

F – Frequently – 33 to 66 percent of the time or 2.5 – 5.5 hours per day

C – Constantly – more than 66 percent of the time or more than 5.5 hours per day

Physical Demands		Lift/Carry	
Stand	C (Constantly)	10 lbs or less	C (Constantly)
Walk	C (Constantly)	11-20 lbs	F (Frequently)

Sit	N (Not Applicable)	21-50 lbs	O (Occasionally)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	C (Constantly)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	C (Constantly)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	F (Frequently)	26-40 lbs	N (Not Applicable)
Bend	F (Frequently)	41-100 lbs	N (Not Applicable)

Other Physical Requirements

- Vision
- Sense of Smell
- Sense of Taste
- Sense of Touch

Work Environment

- Fumes
- Equipment Noise

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.