



Title: Barista I
Program: The Salvation Army Ray and Joan Kroc Corps Community Center Coeur d'Alene
Dept. Head: Director of Hospitality, Media Services and Worship Arts
Reports to: Café Supervisor
Status: Non-exempt
Salary: DOE

General Statement:

The Salvation Army is a branch of the Christian Church and the ultimate goal of all programs is the spiritual, emotional, and physical regeneration of all people.

The Salvation Army Mission Statement:

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Position Summary:

The Barista I plays a key role in the success of the Food Service Department of The Salvation Army Kroc Center. Responsibilities will include but are not limited to: preparation of standard menu beverages, food preparation, cooking, catering and banquet services, event preparation including set-up and clean-up, birthday party preparation and clean-up, custodial and dishwashing duties.

Duties and Responsibilities:

- Ensure each guest is delighted and given a reason to return by providing exceptional customer service.
- Prepare gourmet specialty coffee for customers at Café 1865 while following all required recipes and guidelines.
- Prepare (cut up, cook, monitor, and serve) food in keeping with the State and The Salvation Army guidelines.
- Work safely in an environment where sharp knives and hot equipment will be present.
- Clean-up and proper closing of facility, products and receipts.
- Provide prompt dishwashing, custodial or clean-up service as needed.
- Provide fresh, delicious hot and cold food for our guests per Health code and Center policy.
- Complete knowledge and implementation of safe food handling techniques, food preparation, clean-up, set-up, and breakdown.
- Operate all equipment in a safe manner.
- Assist with set-up and close down of functions, caterings and concessions.
- Resolve any guest concerns in a prompt and professional manner, regarding, but not limited to: service, price, product, quality, etc.
- Operate point of sale system and cash drawer at Café 1865.
- Other duties as assigned.

General Qualifications and Proficiencies:

- 1+ years of guest relation job experience preferred.
- Skill in operating various restaurant kitchen equipment and appliances.
- Ability to read and follow routine recipes.
- Knowledge of hospitality industry principles preferred.
- Must possess good Guest Relations skills.

- Must be able and willing to work flexible hours including early mornings, nights, weekends, holidays and split shifts. Able to work at least three out of four weekends per month.
- Must be willing to learn and apply proper food prep and safe food handling techniques, banquet and catering functions and concession operations.
- Must be willing to participate in all job functions to complete tasks, i.e. food prep, concessions, cleaning and clean up, dish machine, stocking, buffet functions, etc.
- Must be able to acquire, within 30 days, a Food Handler’s Card as defined by The Salvation Army.
- High attention to detail, consistent reliable follow through and able to prioritize and manage multiple projects, and meet established deadlines.
- Meet all health and safety regulations as defined by the Health Department as well as The Salvation Army.
- Demonstrates good judgment, resourcefulness, flexibility, attention to detail, and problem solving.
- Service-oriented team player who can take initiative, work independently and quickly adapt in a fast-paced environment.
- Must be able to work with, direct, and relate well with co-workers, staff and guests while maintaining the standards of The Salvation Army.
- Must adhere to all grooming, uniform rules and conditions set forth by The Salvation Army and/or the RJKCCC.
- Must be able to read, write and communicate in English.

Physical Requirements:

- Ability to stand, stoop, or walk for a minimum of eight hours per day and lift and carry up to 40 pounds.
- Ability to operate telephone.
- Ability to operate a desktop computer.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

General Statements

The above is general in nature and is not intended to be exhaustive.

Special Comments:

I understand that as an employee I represent The Salvation Army and agree to respect and work within its Christian tenets.

I understand that I will be covered by Workers’ Compensation Insurance while on the job and agree to cooperate in properly reporting all work-related injuries or accidents to my supervisor immediately.

I further understand that The Salvation Army does not participate in unemployment compensation insurance, and I will not accrue unemployment benefits while working for The Salvation Army.

By signing this document, I agree that I am able and willing to perform this job as described.

Employee’s Signature

Date

Supervisor’s Signature

Date