

Coffee, the industry of the Pacific Northwest!

Looking to work in the world of coffee but just don't know which roaster/retailer is right for you? Portland Roasting is adding to its team and is looking for someone that loves coffee and working with customers.

We are a locally owned, service driven coffee roaster that would love to have you on our team if you like being involved in bringing coffee to the Portland community and beyond. Our coffees are sourced, blended, and roasted for quality and flavor as we strive to offer approachable, delicious and exciting options that represent the best of what specialty coffee can be.

We have always aimed to be a business that is rooted in relationships with an eye towards global betterment. We value each and every relationship we have with our local community, our farmers and our team making it happen. If this sounds like the place for you, we are currently filling the position for:

Café Assistant Manager:

- Full-time position.
- Ten days paid vacation a year to start! + paid sick leave.
- Great 401(k) plan available to all employees.
- Free Major Medical coverage with Providence health plan!
- Company sponsored Providence PPO health plan.
- Portland Roasting provided in house coffee and espresso training.
- And much more...

Primary Responsibilities for Café Assistant Manager:

- Lead excellent customer service to ensure every customer has a quality experience at the café, at all times
- Lead and Maintain coffee and product knowledge of all Portland Roasting offerings including drink recipes; confidently and accurately communicating that knowledge to customers.
- Assist staff in building their expertise of coffees, teas, and merchandise so they may accurately answer customer questions and make personal recommendations.
- Contribute to the development baristas and lead baristas by providing regular coaching and feedback to build their knowledge and skills. Recognize and respond to performance issues with Café Manager oversight.
- Adhere to all operational guidelines and standards, comply with all safety and security policies, and maintain all Portland Roasting standards related to merchandising, cash handling, inventory management, equipment cleanliness, product freshness, café cleanliness and appearance, and rotation of store products.
- Assist café manager with ordering, inventory management, scheduling, and ensuring all standards are met.
- Open and close the café and act in the role of manager in absence of the café manager.
- Adhere to all Portland Roasting, Port of Portland, and Health Department policies and protocols

Minimum Requirements Café Assistant Manager:

- One to two years of successful supervisory experience within the retail or specialty food and/or beverage field, or related experience and training.
- Professional demeanor and excellent written and verbal communication.

- Consistent demonstration of ability to lead excellent customer service and product quality.
- Ability to give and receive constructive feedback in any given situation.
- Ability to effectively problem solve, using sound judgment.