

## Dark Coffee with a Bright Future

For over 28 years, **Portland Coffee Roasters** has been forging positive connections with our customers and partners. We strive to create unbeatable relationships that will ultimately result in improving the coffee world at the local and global level. Every year we commit resources to a global project supporting the coffee community. We are dedicated to sharing our knowledge and expertise and our training is thorough. We are a company of individuals with the common goal of making our industry better and more viable. We have fun together and we work hard together. If being part of a team, serving quality drinks, and building strong relationships is important in your work, PCR could be the fit you've been looking for!

Portland Coffee is adding a *Shift Lead* to its team at our PDX Airport Cafe and looking for a Lead Barista to further our mission to provide quality drinks and service!

A Lead Barista reports directly to the Café Manager and is responsible for overseeing a team of employees during their shift. Ensuring all standards are met and employee tasks and breaks are completed. Assisting the Café Manager with other responsibilities including inventory tasks, ordering products and general maintenance of equipment. Lead Baristas will need excellent communication skills, both written and verbal, to be successful in this role. Lead Baristas must be approachable and trustworthy. Previous supervisory experience is required.

### Benefits:

- Position wage starting at \$17.45/hr + tips, averaging over \$23/hr!
- 401(k) and matching
- Medical, Vision and Dental insurance benefits
- Free and discounted coffee benefits
- Flexible schedule; Guaranteed 30hrs/week
- Paid sick time
- Paid time off
- Paid training
- Referral program
- Employee Assistance Programs
- And much much more!

### Weekly schedule range:

- Weekend and early morning availability required
- PDX shifts can start as early as 3am

### Primary Responsibilities:

- Open and close the café and act in the role of café supervisor in the absence of café manager.

- Prepare and serve beverages that adhere to Portland Coffee's freshness, quality, and presentation standards.
- Ensure customers are warmly received and welcomed; engage customers in a sincere, friendly, and professional manner, including greeting customers with a smile, thanking them for their patronage, talking about their drink preference, making suggestions when appropriate – all in an expedient manner.
- Maintain coffee knowledge on all Portland Coffee offerings and confidently and accurately communicating that knowledge to customers.
- Continuously demonstrate an ongoing pursuit of education, training, and industry trends.
- Complete and attend all mandatory and ongoing training sessions required by Portland Coffee to constantly advance education on coffee, tea, merchandise, and espresso bar skills.
- Assist manager with ordering, inventory management, and ensuring all standards are met.

#### **Minimum Requirements:**

- Minimum **one-year** supervisory experience and/or related experience and training.
- Cash handling experience and attention to detail.
- Ability to function in the role of peer leader and training resource.
- Open to feedback and committed to continuous improvement.
- Successfully interact and maintain effective relationships with co-workers and customers.
- Logical and methodological approach to problem solving.
- Be flexible, able to learn quickly and able to readily adapt to change.