

## **Coffee, the industry of the Pacific Northwest!**

Portland Coffee Roasters is adding to its team at PDX Airport and looking for someone that loves coffee and likes 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. For more than 20 years we've worked to create lasting connections extending from our local community to our farmers, our customers and partners.

We have always aimed to be a business that is rooted in relationships with an eye towards global betterment and every year we commit resources to a global project supporting a coffee community. If this sounds like the place for you, we are currently filling the position for:

### **Shift Leader: PDX Airport**

- Full-time position starting at \$15.25 an hour + tips.
- Paid vacation! + paid sick leave.
- Great 401(k) plan available to 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:**

- 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 Roasting'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 Roasting 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 Roasting 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 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.