TURTLE BAY EXPLORATION PARK
JOB DESCRIPTION

Position Title: Barista **Status:** Non-Exempt
Reports To: Retail Manager
Department: Coffee Bar

I. SUMMARY

Under the supervision of the Retail Manager, the Barista is primarily responsible for food & beverage preparation and sales within the Turtle Bay Museum Store. The Barista will also be responsible for ensuring the coffee bar and museum store are properly stocked and presentable at all times. The Barista will also have a positive, outgoing attitude and display exemplary customer service to customers and other museum staff.

II. ESSENTIAL JOB FUNCTIONS

- Deliver exceptional customer service to all Museum Store guests and Turtle Bay members.
- Greet guests, offer assistance in making a selection and prepare selection to guests' specifications.
- Provide knowledgeable information to guests regarding product and services being offered, along with information regarding the museum and surrounding attractions.
- Accurately process sales through the point-of-sale system.
- Manage a cash drawer, count and reconcile money, and post amounts to daily balance sheet.
- Maintain a clean and orderly work environment, ensure beverages and food items are stored at proper temperature, and notify Supervisor of any items that are out of date, nearing expiration or in need of being ordered.
- Ensure retail store is stocked and organized and inform retail manager regarding item shortages.
- Follow standards set by the Shasta County Environmental Health Department.
- Lock/unlock front doors, turn on/off alarm systems and lights upon opening and closing.
- Provide support to park events/meetings and assist with set up/takedown of tables, chairs, etc.
- Assist in Retail & Guest Services Departments when requested.
- Maintain effective communication with Department Supervisors, the Guest Services Staff as well as all other departments.
- Other duties as assigned.

III. EDUCATION AND EXPERIENCE

- Prefer a minimum of (1) one year experience in a coffee bar environment.
- Minimum of one (1) one year customer support/service experience.
- Minimum requirement of possessing a high school diploma or equivalent.
- Experience working with point-of-sale cash register system or comfortable working in computer environment desirable.

IV. KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and ability to operate a coffee bar.
- Professional, outgoing communicator.
- Contributes to a positive work environment.
- Able to multi-task - for example, interact with guests while preparing orders, and/or surveying store for theft or damage.
- Able to observe, recognize, and take action to correct potentially hazardous situations whether via actions by guests or problems with equipment or displays.

- Ability to skillfully organize and manage details, problem solve, and oversee diverse priorities and/or multiple projects simultaneously and within deadlines independently or as part of a team.
- Excellent verbal skills to include tact, creativity and calm demeanor and able to greet and communicate effectively with staff, volunteers, vendors, donors, potential customers, community contacts, and guests including school-age children, young adults and teachers.
- Knowledge of MS Office software with sufficient skills to develop appropriate tools to create and track orders, tasks, schedules, etc.
- Must be able to work flexible hours, including evenings, weekends, holidays, and extended days, as needed.
- Must possess a valid California driver's license or be able to acquire within ten (10) days. Provide a clean DMV report.
- California Food Handlers Permit required or ability to acquire and maintain permit.

V. INSTITUTIONAL RESPONSIBILITIES

All staff members play an important role in supporting and advancing the Turtle Bay's mission and vision for our role in the community. As such, we seek candidates who will share our path to:

- Support the museum's mission to inspire wonder, exploration and appreciation of our world, and share our vision of TBEP as a vibrant gathering place where our community is strengthened through education, cultural engagement and economic growth.
- Uphold our core values in one's day-to-day work including playfulness, real-world experiences, interdisciplinary learning, community, lifelong learning, integrity, and sustainability.
- Contribute to a positive organizational culture based on respect, cooperation, professionalism and teamwork, as we strive together to achieve our mission and vision.

NOTE: These statements are intended to describe the general nature and level of work involved for this job. It is not an exhaustive list of all responsibilities, duties, and skills required of this job.

VI. ENVIRONMENT AND PHYSICAL REQUIREMENTS

1. How much on-the-job time is spent in the following physical activities?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Standing				X
Walking				X
Sitting		X		
Talking, Hearing				X
Feeling, Fingering, Grasping				X
Climbing, Balancing			X	
Crouching, Crawling, Kneeling			X	
Reaching with Hands and Arms				X
Tasting, Smelling			X	

2. Does this job require that weight be lifted or force be exerted?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Up to 10 pounds				X
Up to 50 pounds			X	
Up to 100 pounds		X		
More than 100 pounds		X		

3. Does this job have any special vision requirements?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Looking at CRT				X
Color Vision (identify and distinguish colors)		X		
Peripheral, Depth Perception			X	
Ability to Adjust Focus			X	

4. How much exposure does this job have to the following environmental conditions?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Blood, Body Fluid		X		
Toxic Chemicals		X		
Moving Parts			X	
Electrical Shock Risk			X	
Explosives		X		
Fumes		X		
Extreme Cold (non-weather)	X			
Extreme Heat (non-weather)			X	
Severe Hot Weather		X		
Severe Cold Weather	X			

5. How much noise is typical for this job's work environment?

- _X___ Very Quiet (Example: Forest trail, isolation booth for hearing test) Quiet (Example: Library, private office)
- __X__ Moderate Noise (Example: business office with typewriters/printers, light traffic)
- ____ Loud Noise (Example: Metal can manufacturing, large earth moving equipment)
- ____ Very Loud Noise (Example: Jack hammer work, front row rock concert)