



WILLIAMS CAFÉ BARISTA



Job Title: Williams Café Barista

Reports to Williams Café Executive Director

Job Purpose:

Williams Café is one of the student-run businesses operated by Penn Student Agencies. Beyond brewing coffee, Williams Café maintains its cult following through its enthusiastic service, quality products, and convenient location. Its success also hinges upon the development of its quirky student staff and the leadership experiences offered by the café. The Williams Café Barista supports the agency by serving coffee and snacks to faculty and students, operating the café during business hours in an efficient manner, keeping the café clean, and providing customers with excellent customer service.

Duties & Responsibilities:

- Serve customers at Williams Café in a cheerful, courteous, and dependable manner.
- Prepare coffee and espresso drinks according to training procedure.
- Accurately operate the cash register and credit card machines.
- Stock merchandise in the store and manage inventory in storage.
- Maintain the cleanliness of equipment and general café area according to health inspection policies.
- Respond promptly, usually within 24 hours, to all correspondence from agency management.
- Available for other duties as assigned.

Attendance Requirements:

- Monthly Hour-Long Agency Meetings (Determined by employee availability)
- On-time to scheduled shifts
- Minimum 50% of PSA GBM's (2 of 4 per semester)

Preferred Experience & Skills:

- Experience working in a café is not required, but a plus.
- Must be reliable, have a strong work ethic, and enjoy interacting with customers.

Acquired Experience & Skills:

- **Teamwork:** developed through the opportunity to work with various personalities to provide good service for our customer base, especially during rushes.
- **Time Management:** gained through learning how to accomplish academic and work responsibilities in a timely and organized manner for the duration of your employment, to the best of your ability.
- **Coffee and Espresso Drinks:** experience how to create hand-crafted coffee and espresso beverages
- And many more!

Wage: Starting at \$8.50 per hour.

Hours: 5-10 hours per week.

- ★ PSA employment for the Spring 2021 Semester will be on a temporary basis pending University operations and the state of the pandemic. Positions will be filled as needed. Offers may be further extended at the discretion of the Executive Director.