

**FACULTY-STUDENT ASSOCIATION OF SUNY SCHENECTADY
COUNTY COMMUNITY COLLEGE, INC.**

POSITION DESCRIPTION

Note: The purpose of a position description is to outline in general terms, the responsibilities and expectations with a particular position. It is not intended to be all inclusive and may be modified by the Faculty-Student Association at any time.

POSITION TITLE: Barista

PRIMARY DUTIES: Performing all activities related to providing customers with prompt, quality coffee selection, purchase and preparation while providing customers with a friendly, upbeat and clean atmosphere.

OPERATION: FSA Dining Services

IMMEDIATE SUPERVISOR: Dining Services Manager

FACULTY-STUDENT ASSOCIATION GOAL:

SUNY Schenectady County Community College is a public, comprehensive, two-year institution serving both full and part-time, day and evening students. The Faculty-Student Association (FSA) is a financially self-supporting corporation designed to provide a variety of auxiliary services and financial assistance for the benefit of the college community. The goal of the FSA is to provide the very best auxiliary services and comprehensive financial support possible.

DINING SERVICES GOAL:

As a division of the FSA, Dining Services is expected to operate at a profit while providing quality, comprehensive services to the college community. These include providing customers with the highest standard of quality and service at the best value. The dining service will provide customers with quality customer service, fresh goods, in a clean environment designed to meet the unique needs of a community college.

POSITION GOAL:

The goal of the barista is to effectively perform the responsibilities associated with the position. In so doing, the dining services and the FSA will be better prepared to fulfill their operational goals.

GENERAL STATEMENT OF PERFORMANCES RESPONSIBILITIES:

The barista is directly responsible for performing all activities directly related to servicing customers, maintaining quality of the product sold, cleanliness of the café and/or cafeteria, assist with maintaining equipment, refrigeration temps, rotation of product, inventory and other duties as assigned by the Dining Services Manager or his/her designee.

EXAMPLES OF PERFORMANCE RESPONSIBILITIES (Not All-Inclusive):

OPERATIONAL

- Open and/or close register and secure nightly deposit
- Work as a cashier on a POS terminal or computerized register
- Follow cash handling and register policies under the established guidelines
- Follow store policies and procedures for operational flow at each station
- Answer phone
- Assist with pricing of merchandise
- Assist with unpacking merchandise, restocking shelves and setting up displays
- Follow standards for merchandising, stocking, rotating and storage of all products
- Maintain customer service area, equipment and café area in a clean and appealing manner
- Perform cleaning tasks to maintain cleaning standards and work as a team player
- Adhere to dress code requirements.

EQUIPMENT/SUPPLIES

- Perform equipment maintenance in accordance with preventive maintenance checklist
- Maintain equipment temp logs in accordance with guidelines

RECORDS

- Maintain related register documentation in a secure, orderly and efficient manner.

CUSTOMER SERVICE

- Welcome and communicate with every customer to provide excellent customer service
- Discover customer needs and appropriately suggest product with every customer to enhance service.
- Assist customers in the selection and purchase of specialty coffee beverages, other foods, beverages and related product.
- Respond to customer needs and thank every customer
- Present oneself professionally and demonstrate clear communication with all customers
- Prepare beverage orders to the FSA standard

INVENTORY AND YEAR-END AUDIT

- Assist with inventory activities
- Follow inventory stocking and recording guidelines
- Keep inventory records

OTHER

- Communicate regularly with the management
- Perform other duties necessary for the effective operation of Dining Services in general or as assigned by management.

GENERAL PERFORMANCE EXPECTATIONS

The barista is expected to perform the responsibilities associated with the position in a highly effective, efficient and responsible fashion. This position has a variety of responsibilities that make it essential to maintain a close working relationship with management, possess knowledge of standard operating procedures and exercise sound judgment.

The Dining Services serve a large and varied population – students, faculty, staff, administration, guests etc. Since the barista is in contact with many of these individuals on a daily basis, it is essential for this person to possess strong inter-personal skills and to handle problems and sensitive situations tactfully. The barista plays a key role in maintaining and enhancing a positive image of the Dining Services operation.

By its very nature, Dining Services experience heavy sales coinciding with each new academic semester. Accommodating the influx of customers and guests may necessitate expanded hours of operation. Consequently, the barista may be expected to work extended hours on an as-needed basis as determined by management.

The barista must be able to perform work without detailed instructions and constant supervision. This individual must be trustworthy, honest, dependable, punctual, and able to communicate effectively and work well with other members of the team, Board of Directors, students, College Administration, faculty and staff. A pleasant personality oriented toward giving service to customers is essential.

ACCEPTABLE KNOWLEDGE, EXPERIENCE AND TRAINING:

One-year minimum experience in a customer service position. Preferred experience in a retail/food service establishment. Must be friendly, self-motivated and possess a good sense of humor. Must be able to lift at least 60 lbs.

RECEIVED AND READ BY:

DATE: _____

DISTRIBUTION:

FSA Personnel File (Original)

Barista

Dining Manager

July 2021