



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Coffee Bar Attendant (Barista)
Department: Wanaaha Hotel -Food and Beverage
Supervised by: Coffee Bar Supervisor and General Manager
Pay Grade: NE2 \$18.00 – 23.05 Hourly - DOQ
FLSA: Non-Exempt, Hourly / Regular; Full-Time

Position Summary: Baristas makes drinks that are served in the Coffee Bar. The position involves learning a variety of coffee, tea and cold drink recipes while also keeping the workspace clean and organized to create a positive impression of the business. This position ensures exceptional guest service, product quality, and cleanliness standards are met while managing inventory, training new staff, and maintaining operational excellence.

Indian Preference: The Bishop Paiute Tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

ESSENTIAL DUTIES:

1. Exceptional guest service standards by all staff in accordance with the established standards.
2. Perform routine inspections to ensure cleanliness and compliance with quality standards.
3. Preparing and serving hot and cold beverages, such as coffee, espresso drinks, blended coffees and teas.
4. Preparing and serving food items such as soups, sandwiches and pastries.
5. Operating coffee equipment, including espresso machines, grinders and brewers.
6. Greeting customers when they enter the bar.
7. Taking orders, including offering menu recommendations and noting dietary restrictions and customizations.
8. Building relationships with customers and promoting and recommending menu options to customers.
9. Restocking supplies, such as cups, lids, coffee beans, syrups and pastries.
10. Making drinks according to company recipes and standards.
11. Keeping the work environment and cafe seating area clean, sanitary and organized.
12. Cleaning countertops and behind the counter, including the coffee grinders, decanters, blenders, etc.
13. Working the Point-of-Sales (POS) System to complete transactions.
14. Maintain inventory levels and request supplies to the supervisor.
15. Collaborate with maintenance for timely equipment repairs.
16. Support Marketing promotions and seasonal offerings in coordination with hotel leadership.
17. Ensure compliance with health, safety, and environmental policies.
18. Respond to guest feedback and resolve issues promptly.
19. Respond to guest service requests and address concerns.
20. Use guest feedback to improve service.
21. Maintain records on inspections, programs, training, and expenditures.
22. Ensure compliance with safety policies and OSHA standards.
23. Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE:

- High School Diploma or GED.
- Barista Certification or training preferred.
- ServSafe or Food Handler's Certification required (or obtained within 30 days).

OTHER REQUIREMENTS:

- Prior experience in a Café, Coffee Shop, or Hospitality setting preferred.
- Strong customer service orientation, attention to detail, ability to work in a fast-paced environment, and knowledge of coffee brewing techniques.
- Friendly, reliable, organized, and able to work independently or as part of a team.
- Strong knowledge of espresso preparation, specialty drinks, and health compliance.
- Demonstrated ability to be a team player, address guest concerns, and operate under pressure.
- Work flexible schedules, including weekends, evenings, and holidays.
- Tight time constraints and multiple demands are common.
- Must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity.
- Must comply with the Bishop Paiute Tribe's organizational policies and laws.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

1. *Decision Making* – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.
2. *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
3. *Analytical Skills* - Ability to analyze operational, statistical and financial information and draw logical conclusions; compare and interpret facts and figures.
4. *Communication* – Ability to communicate clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives and letters.
5. *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
6. *Time Management* – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
7. *Detail Oriented* – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
8. *Adaptability* – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
9. *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
10. *Organized* – the individual keeps clean and organized workspace and projects.
11. *Motivated* – the individual inspires self and others about them to get the job done and follow through on tasks.
12. *Technology Skills* – Operates various word-processing, spreadsheets, accounting, HR and database software programs in a Windows environment.
13. *Safety Oriented*- Observes surroundings to maintain a safe working environment for community members and co-workers.

PHYSICAL REQUIREMENTS

The demands described here are representative of those encountered while performing the essential functions of the job.

- Regularly is required to stand, walk, and sit; use hands to finger, handle, or feel; reach with hands or arms; and talk or hear.
- The employee occasionally is required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee may occasionally be required to lift and/or carry up to 50 lbs.
- Work is generally performed in front of the house setting and occasionally in an outdoor environment.

I hereby acknowledge that I have read and reviewed this Job Description with my Supervisor / Manager. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted job responsibilities/conditions.

Employee

Signature: _____

Date: _____

Manager/Supervisor:

Signature: _____

Date: _____

