

**FRIENDS CHURCH
TERRACE COFFEE HOUSE ASSOCIATE
PART TIME**

JOB PURPOSE

To provide an environment/experience that facilitates community and excellence for the weekend services and during the week.

ESSENTIAL FUNCTIONS

Some of the primary duties include:

- Deliver customer service to all customers by acting with a “customer comes first” attitude
- Contribute to Daily Operations including: inventory, errands, office tasks and financial procedures
- Provide quality beverages, whole bean, and food products consistently for all customers
- Adhere to all recipe and presentation standards. Follows health, safety, and sanitation guidelines for all products.
- Maintain a calm exterior presence during periods of high volume or unusual events. Set a positive example for the team.
- Anticipate customer and store needs including the fulfillment of various Ministry coffee orders
- Follow The Terrace’s operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all team members during each shift.
- Maintain a clean and organized workspace so that team members can locate resources and product as needed. Inspect supplies, equipment and work areas in order to ensure efficient service and conformance to health codes and city, state, and federal ordinances
- Manage orders and inventory levels to meet customer needs
- Contribute to positive team environment
- Follow all cash management and cash register policies and ensure proper cash management practices are followed by team
- Communicate equipment issues/needs to management team to eliminate/minimize disruptions to store operations
- Train and development of Terrace volunteers in food preparation, health, and safety procedures

QUALIFICATIONS

SPIRITUAL: Must have a personal relationship with Jesus Christ and must have a heart for ministry. Must hold to the Statement of Faith, Position Statements, Mission Statement, and Core Values and Ministry Values of Yorba Linda Friends Church. Those that serve God on the staff at Yorba Linda Friends Church are expected to set a high standard of personal conduct and lifestyle. It is required that all staff members are active attendees of Yorba Linda Friends Church.
EXPERIENCE, EDUCATION AND LICENSURE: Must be at least 18 years of age and have food service experience

KNOWLEDGE AND SKILLS

SKILLS: Strong proficiency in Microsoft Suite of products. Good verbal, written and interpersonal communications skills. Effective time management, organizational, leadership and multi-tasking skills. Must be confidential, flexible, detailed and easy going. Food handler’s certificate according to state or local requirements (if applicable). Possess a desire to be of service to others. Basic knowledge of scheduling. Demonstrates understanding in achieving cogs, labor, and other controllable goals.

ABILITY: Ability to work flexible hours. Ability to comprehend written and oral information and to express written and oral information. Ability to order information and exhibit both deductive and inductive reasoning skills. Ability to multi-task

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to use hands to handle or feel and reach with hands and arms. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds

WORK ENVIRONMENT: *Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate.