

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
CAFÉ ASSISTANT (BARISTA)	NON-EXEMPT
Division	Pay Grade
CAFÉ SERVICES	16

JOB SUMMARY

The primary responsibility of a Café Assistant (Barista) is to enthusiastically respond to all customers' needs in a fast paced team work environment. The Café Assistant must be accurate and fast in their work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Provides exceptional customer service for The Library Café and Laramie County Library System.
3. Performs public relations for library. As the first and sometimes only person that a patron may be in contact with, public relations is a very important aspect of this position.
4. Prepares all products according to procedures and standards within time guidelines and customer specifications.
5. Provides each customer with friendly, personalized service ensuring their return.
6. Creates opportunities to educate the customer about Café products and Library services.
7. Displays professionalism at all times.
8. Follows all health, safety, and sanitation requirements as specified by the health department, OSHA regulations and Café procedures.
9. Maintains a clean and sanitary environment in the Café, gallery area, and outside area throughout shift.
10. Follows cash handling procedures and cash register policies.
11. Notifies Café Manager or Manager-on-Duty (MOD) of any issues.
12. Follows Café procedures for troubleshooting equipment.
13. Adheres to all uniform standards.
14. Maintains product storage, receiving, stocking, and rotation to maintain the minimum inventory levels as determined by the Café Manager.
15. Performs other related and necessary duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- At least 16-years old; and
- Ability to remember detailed orders with accuracy.
- Demonstrate proficiency in applying exceptional customer service skills.
- Exhibit good time management and organizational skills.
- Demonstrate excellent written and oral communication skills.
- Ability to problem solve and work independently with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks. Ability to maintain a high volume and quantity of work.

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- Ability to learn a variety of software programs related to Café and Library operations including word processing, email, online forms, and point of sale.

REPORTING RELATIONSHIPS

Reports to: Café Manager

Supervises: None

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate equipment, boxes, records, files and stacks of material weighing up to 50 pounds from one location to another.

LATEST REVISION 10/20/2020