

Highwire Farmers Markets and Events Roadie Crew

Highwire's purpose is to use business as a vehicle for good. We want to create welcoming spaces for people to gather and jobs that are worthwhile. This is the core of the good we want to do. This depends entirely on the caliber of our people. Great people make great experiences. We want to work with the warmest, smartest, connecting, caring people who are also among the best at making coffee. Obviously, that's not just anyone.

Farmers Markets are an important part of how we connect with our communities and share the relationship of coffee farmers and roasters to our products.. When we're there, we're sharing our love for our beans, as well as providing fantastic coffee to the farmers/vendors and guests. The roadie crew works hard to get there and get our stand set up quickly so they can get to the business of talking coffee. They create an amazing experience for visitors and vendors at the market, and they share the Highwire story with people just discovering us. Once done, they break it down and pack it up quickly to get back to our roastery.

When not at Farmers Markets, the crew may be doing events, working shifts in our cafes, or fulfilling other operational needs.

Come to us with:

- **Coffee and tea enthusiasm** - We are enthusiasts and need you to be too. You eagerly dive into coffee and tea tasting to see how a particular roast is tasting and want to share that with others. You are excited to continue developing your palate and knowledge at Highwire and within the industry and can help customers find the perfect bean.
- **People Skills** - You like taking care of people, and deliver authentic, kind, and empathetic service with joy and energy, internally and externally. You foster strong, loyal relationships between customers and Highwire. You accomplish this because you are passionate about our products. You are also skilled at making deep connections with others on behalf of Highwire.
- **Operational Excellence** - You are comfortable with the physical work of setting up and breaking down our stand and display and making it look good, as well as operate smoothly. You can think on your feet and work to solve problems that may arise from operating a mobile experience.
- **Professionalism** - You are professional, reliable, and positive. Your manager, fellow baristas, and other departments can always depend on you and get a timely response or assistance. You consistently bring a great outlook to your work regardless of challenges, you give solution-oriented feedback to your managers regarding what works and what needs improvement. You are thoughtful and curious to discover new ways you could be more effective or helpful, and seek feedback from your team, your peers, and your managers.

What we offer:

- **Work for a small, stable, east bay company** - We're in our 8th year and growing, and strive to continually improve. We want our team to share in our vision and contribute their ideas and enthusiasm to help us achieve it.
- **Work with an amazing group of individuals** - We are diverse in our backgrounds and interests and we get to bring our whole self to work each day. Our common ground is our love for coffee, and we enjoy gathering together and getting to know more about each other.
- **An opportunity to continue to grow/develop** - We encourage it in all forms. Grow your coffee knowledge/confidence, your management skills, your industry connections, learn a new skill, there's always a way to pitch in somewhere - contributing your strengths or building a new skill.
- **Competitive pay and benefits** - Health plan for those working 25 hours or more, PTO, 401K, some free coffee and tea and discounts on our merchandise.

You have:

- Exceptional customer service and hospitality practices
- Curiosity around coffee and a desire to continue growing, some experience in coffee preferred.
- Ability to lift up to 50 pounds and load equipment in and out of van
- Existing CA Food Handler's Certification or certification within 30 days post-hire.
- Valid CA driver's license and ability to drive cargo van