

## Highwire Cafe Trainer

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.

A Trainer at Highwire is passionate about Highwire's vision and values and obsessive about quality coffee and tea. They understand the nuances of coffee and espresso and are always on top of their game, inspiring others to achieve a high level of skill. They are relentless in their pursuit of excellence and hold others to the same expectations; as a trainer, a mentor/coach, and a leader of quality control for the cafes. Additionally, they are always pursuing their craft, as both a coffee and tea professional and a trainer, and understand that the industry is always changing; staying curious and aware of the latest trends.

### Come to us with:

- **Coffee and tea enthusiasm** - We are enthusiasts and need you to be too. You eagerly dive into all things coffee and tea related and seek to continue developing your palate and knowledge at Highwire and within the industry. You are tirelessly curious; craving knowledge and new experiences, and eager to bring those qualities into your role. Your passion attracts and engages learners and inspires them to keep learning. You LOVE what you do, and want to share that passion with others. Coffee is a career for you, not just a job.
- **People Skills** - You like taking care of people, and deliver authentic, kind, and empathetic service with joy and energy, internally and externally. You quickly gain trust and respect from a group, and demonstrate confidence and positivity, drawing people in and making them \*want\* to listen. You exceed in communication; giving both positive and constructive feedback to help ensure excellence. Additionally, you are a nimble and supportive team player and do what it takes to help others succeed.
- **Training Skills** - You teach without bias. Whether you love or hate something, you help your trainees learn and form their own opinions. You balance expertise with training ability; you are knowledgeable, and understand your subject matter perfectly so you can explain it in a way that makes sense to other people. That said, you understand that you are not there to tell your trainees everything but to guide them in their own self-learning. You can lead trainees through a process of development to help them reach barista excellence, and sense when they are understanding and when they are not.
- **Professionalism** - You are professional, reliable, and positive. Your manager, fellow baristas, and other departments can always depend on your whole-hearted participation and solution-oriented, thoughtful feedback in regards to what's working or what isn't.

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. You bring your best, coffee-professional self to work each day and also understand your representation of Highwire in the coffee industry.

**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:**

- 1 year working in a specialty coffee retail environment
- Strong technical barista skills in all areas of drink preparation (i.e., brewing, espresso, milk)
- Exceptional customer service and hospitality practices
- An understanding that being an exceptional barista is more than just making delicious drinks
- Existing CA Food Handler's Certification or certification within 30 days post-hire