

good neighbor is looking to welcome a Barista

good neighbor is looking for a driven and proactive Barista to help drive forward a design-forward coffee scene in Baltimore, Maryland. Joining the team at *good neighbor's* shop in the Hampden neighborhood as a full-time employee, you will be part of a young and driven team. You will be reporting to the daily Shift Leads & the Service Coordinator.

You are:

- A strong communicator who can provide impactful and motivating feedback to improve the team's beverage, food, and hospitality delivery
- Someone who has exceptional listening and communication skills
- Attentive to detail
- Always curious, you are excited about finding new ways to improve guest experience
- Savvy with your resources, with the ability to make decisions and problem-solve A leading example of excellent customer service, professionalism & timeliness
- Dedicated to your team and your guests—you understand and value empathy and use it to guide interactions on and off the job
- Eligible to work in the United States and 18 years of age or older

You will:

- Take orders from guests and handle point of sale
- Create drinks for customers and run all flag service orders
- Prepare house syrups and batch drinks as needed
- Clean equipment and work areas
- Ensure that the drinks and hospitality in the shop consistently meet good neighbor's standards
- Collaborate with your team to complete all daily sidework lists, reporting to the shift leader or director as needed. This includes weekly assigned deep cleaning tasks.

You have:

- 6 months - 1 year working in a specialty coffee retail environment
- Strong technical barista skills in all areas of drink preparation (i.e., brewing, espresso, milk)
- Basic math and computer skills
- A flexible schedule and are available to work mornings, evenings, weekends and holidays

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Physical demands that are recommended to the role:

- Ability to stand and walk for long periods of time. You're on your feet the majority of the day, whether you are standing behind bar pulling shots or walking the shop floor
- Use of hands to reach, grip, turn and perform precision work. You're using your hands to operate beautiful espresso machines, pour delicious pour overs, and operate the register (among other responsibilities)
- As needed squat, bend, twist and reach for items below waist level or above shoulders. For example, you may have to bend down or reach up to grab cups, lids and towels
- Ability to lift, push/pull, carry and/or move up to 50 pounds. For example, you'll be handling bags of coffee beans, coffee kegs, crates of milk, tub of dishes and trash bins
- As needed climb ladders, stairs, ramps and uneven floor and/or surfaces. For example, climb on a step stool to change menu slacks, go up and down stairs and ramps to storage areas
- Ability to smell and taste. You're tasting and smelling coffee and food, helping ensure quality control for each cup and plate
- Ability to listen and speak. You're listening and speaking with our guests to guide and create experiences

Benefits:

- Staff discount: 25% off all good neighbor & green neighbor merchandise & events
- 15% off of furniture & vintage items
- Complimentary SINGLE food item & TWO drinks per shift.
- Paid breaks: Paid 30 minute breaks every shift 6 hours or more, paid 15 minute breaks for shifts less than 6 hours
- Health benefits: For full-time employees: after 60 day probationary period, medical, dental & vision insurance, 50% covered by good neighbor
- Sick & safe leave: After a 60 probationary period, you'll earn 1 hour of Sick & safe leave for every 30 hours worked.
- Maximum accrual of 40 hours earned annually, with a max carry-over to the following year of 24 hours (for example, if you accrued 40 hours this year 2023 & didn't use any, 24 of those hours could transfer over to next year, capped at 64 hours total accrual in 2024).

Compensation

- \$12 base pay hourly + guaranteed \$5/ hourly in pooled tips

good neighbor is an Equal Opportunity Employer. We value an open mind, dedication to work, and a collaborative spirit. We hire based on these qualities, a job's requirements, our business's needs, and an applicant's qualifications. We do not tolerate discrimination or harassment of any kind—in the hiring process or in the workplace.

We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.

Please ensure your application is written in English and includes a cover letter. Applications can be sent to hello@goodneighborshop.com with title "Barista Application".