

Position: **Midtown & On-Site Events | Head Barista**

Reports to: General Manager & Events Manager

Typical Hours: PTE/FTE

Status: Hourly; Non-Exempt Status



Position Summary: Great Lakes Coffee Roasting is looking for some hardworking individuals who want to join our Detroit team holding down our flagship in Midtown, our satellite location in the COBO Convention Center, and other exciting event locations. Our flagship café in Detroit offers a little bit of everything to our guests, and we want employees that reflect our passion in providing quality products. While coffee roasting is at the heart of what we do, and is our namesake, the Midtown Detroit café offers food, wine, beer, and cocktails as well. We want to attract hard-working customer service oriented individuals who will share and foster our passion with our guests.

Essential Daily Tasks

- Uphold standards of quality and education in coffee to other team members
- Act as lead point person for on-site events outside of the café environment
- Provide nothing but the utmost customer service to our clients and customers
- Provide efficient and personal service to each and every customer
- Create a unique relationships with every guests
- Educate customers on all our products
- Maintain the highest degree of quality and consistency in product standards
- Strive for the highest degree of customer satisfaction
- Accurate cash handling and transactions in the POS system
- Communicate with team members and management to solve problems
- Be a part of maintaining a positive work environment
- Staying informed on products
- Other duties as assigned

Qualifications

- Demonstrated passion and enthusiasm for coffee and other products
- Personable and professional customer service
- Flexible work schedule; inside the café and outside for events
- Understanding of food service industry environments and specialty retail
- Desire to educate others about our coffee, espresso, and all other products
- Strong attention to detail, cleanliness, and sanitation
- Excitement about the task of ensuring each guest has a quality experience while visiting our location
- Open to criticism with the understanding it is for personal improvement, quality, and consistency
- Ability to multi-task with ease in a fast-paced work environment

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, gender, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, genetic information, medical condition, veteran status, or any other class protected by local, state or federal law.

Requirements / Physical Demands

- Must be available to work weekends, early mornings, and late nights (not all at the same time)
- Ability to reliably make it to scheduled shifts on time; including reliable transportation
- Stand and walk – must be able to stand for shifts while moving about our large café
- Perform repetitive motion with hands, and wrists
- Conform to dress code
- Taste / Smell – ability to detect and perceive flavors (and a sincere desire to do so)
- Talk / Hear – frequent communication with all our guests
- Carry weight, lift – lift up to 5 lbs. repeatedly throughout the day, and up to 50 lbs. at times

Work Environment

- Midtown Café – 3965 Woodward Avenue -- Warm, open space, with lots of natural light
- Cork and Grind – 1 Washington Avenue – Coffee counter inside bustling convention center
- Eastern Market – Either in enclosed shed / or outside depending on season.
- Other miscellaneous events around Southeastern Michigan

Please send cover letter and resume to careers@greatlakescoffee.com.

This list is not intended to be exhaustive, but represents the core functions of this role.

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