

Job Description

Job Title: Bookstore Barista-Clerk
Department: Bookstore
Reports To: Bookstore Manager
FLSA Status: Non-exempt

Job Status: Regular/Part-time (25 hours/week)
Tuesday - Saturday
Physical Strength: Moderate

SUMMARY

The Bookstore Barista-Clerk is responsible to provide outstanding customer service to our Coffee customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Note: While this listing is a comprehensive representation of essential duties of the position, it is not necessarily all-encompassing and additional duties may be assigned as needed to meet Department and/or Abbey needs.

- Makes espresso and other beverages for customers.
- Maintains coffee supplies at work stations; maintains orderly and cleanliness of coffee area.
- Prepares weekly order of coffee supplies.
- Processes sales transactions involving cash, credit, gift certificates and in-house charges.
- Facilitates customer purchases of gift certificates, Benedictine beer.
- Embodies Benedictine hospitality by graciously greeting customers, providing orientation to the Hilltop, sympathizing and empathizing with guests when appropriate.
- Provides outstanding customer service, including but not limited to providing directions, answering questions about the Abbey, Seminary, Benedictine Brewery, Mount Angel and the surrounding community.
- Frequently interacts with individuals both within and outside of organization.
- Performs other duties as assigned in the best interest of maintaining and preserving the mission, vision and culture of Mount Angel Abbey.

SUPERVISORY RESPONSIBILITIES

May direct the work of Monks or work study students in the absence of Bookstore Manager.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to maintain a positive work atmosphere by demonstrating a pleasant and hospitable demeanor and acting/communicating in a manner which facilitates positive working relationships with customers, volunteers, monks, co-workers and organizational leadership.
- Must have a deep familiarity with the Catholic Church, including its traditions and literature.
- A love of reading and a broad knowledge of literature is essential in order to be able to assist customers with book selections.
- Understanding of inventory management, merchandising.
- Demonstrated ethic of accountability in the workplace; ability to maintain strict confidentiality and discretion.
- Ability to support others' objectives as his/her own.
- Requires excellent judgment, communication skills, and a personal commitment to outstanding customer service.
- Must be a self-starter with ability to work both independently and as a member of a team.

Job Description

- Ability to take initiative on projects as directed and demonstrate excellent time management skills, while demonstrating a high degree of flexibility, adaptability and the ability to prioritize tasks and simultaneously focus on multiple projects and deadlines.
- Strong attention to detail management and organization.
- Strong oral and interpersonal communications skills and phone etiquette, with a demonstrated ability to interact with a variety of individuals from a diverse variety of backgrounds and cultures, at all levels of the organization.
- Ability to thrive in a dynamic and friendly environment characterized by growth and change.
- Must be available for regularly scheduled hours on Saturday.
- In order to provide our guests with a pleasant and healthy bookstore experience, while at work the employee is expected to be free of any discernable smells or scents, including but not limited to tobacco, body odor, or personal care products/fragrances.
- Regular and predictable attendance is an essential function of the job.

EDUCATION and/or EXPERIENCE

Any combination of education, training or experience that provides the knowledge, skills and abilities required to perform the essential functions of the position.

- High school diploma or equivalent
- Barista experience required.
- Catechetical experience preferred.

LANGUAGE SKILLS

Strong verbal and written skills.

MATHEMATICAL SKILLS

Solid basic math skills.

COMPUTER SKILLS

Solid computer skills using Microsoft office suite, internet and POS.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to regularly sit, stand, bend, stoop, and occasionally reach overhead.
- Will frequently (several times per week) lift small boxes weighing up to 30 pounds.
- Will occasionally enlist assistance help in lifting larger objects (i.e. boxes of paper, envelopes, etc.) weighing up to 50 pounds.

WORK ENVIRONMENT

Retail bookstore, coffee shop.