**EarthLinks Barista and Salesperson Job Description**

EarthLinks' Mission: EarthLinks cultivates transformation and self-worth with people experiencing homelessness and poverty. By creating opportunities through Earth centered programs, individuals step out of isolation and into community—restoring each other and the planet.

As part of this mission, EarthLinks operates a social enterprise wherein program Participants create sustainable goods, and these goods are sold in our storefront, online and throughout the Denver area as revenue for the non-profit organization.

**Position Summary**

This position will operate within the EarthLinks Store and be responsible for making beverages (coffee, tea, etc.), providing customer service, and serve as a representative of our mission to the broader community. They will need to be familiar with our menu and able to prepare beverages and food according to instructions, be familiar with our products and work the sales floor to promote sales, follow all safety and cleanliness guidelines, and be a positive member of the EarthLinks team and community.

**Compensation**

$17.29/hour + cash tips, number of hours variable

**To apply**

Please fill out the attached application.

Please email any questions or concerns to Madi Matheny: [matheny@earthlinks-colorado.org](mailto:matheny@earthlinks-colorado.org)

*Research shows some women, underrepresented groups, and historically marginalized people tend to apply only when they meet every requirement in the posting. If you are reading this and hesitating to apply for that reason, we encourage you to apply anyway.*

**Responsibilities**

**The following is an example list of duties associated with this position.**

* Prepare and serve beverages and food according to instructions, operate machinery properly
* Provide friendly customer service and outreach:
  + Talk about EarthLinks’ mission with customers, explain our social enterprise, programming and how customers can connect further
* Promote and recommend products to customers, be able to answer questions about product use, process and ingredients
* Maintain cleanliness of the store and machinery during before, during and after shift
* Maintain inventory of ingredients: keep track of stock of ingredients, report what needs to be purchased
* Restock and arrange product according to instructions, assist with inventory management
* Pack online orders and prepare them for shipment
* Water and care for houseplants as directed
* Answer phones and transfer calls as needed
* Provide support and resources to members of the Participant community as needed
* Create promotional materials, signage and other designs in Canva to support marketing
* Carry out other tasks as assigned

**Desired Skills:**

General:

* Barista/food service experience or retail sales experience
* Commitment to work towards social justice and equity
* Ability to communicate effectively and respectfully with fellow staff, Participants and customers
* Knowledge of sustainability
* Familiarity with Word, Excel and Canva Design Software is ideal
* On-time for shifts

Physical:

* Able to lift 35lbs.
* Able to stand for long periods
* Able to have manual dexterity for holding pitchers, and drink preparation.
* Be able to balance on a step stool for cleaning and other tasks.

Mental:

* Able to handle customer rushes while communicating with customers
* Be open to constructive feedback.
* Be able to accurately count money.
* Be able to be self-directed and aware of workflow and downtime tasks.

Safety:

* COVID 19 Vaccination Required
* Able to maintain respect for all cultures, genders, sexualities, races/ethnicities, spiritualities, abilities, and ages.
* Be able to resolve conflict with professionalism.
* Wear closed-toed shoes and garments that protect torso from high temperature water and cleaning products (we provide aprons too)
* Maintain hygienic practices in accordance with public health code in a food service environment.

Responsibility:

* Have a phone or reliable means of communication for scheduling and communicating emergencies.

*EarthLinks, Inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, national origin, sexual orientation, gender identity, disability, genetic information, age, or any other status protected under National, State and local law.*