

SHIFT LEAD

GENERAL DESCRIPTION

This position will contribute to the overall success at Rock Point Coffee Co. by embracing the mission and culture valued by Rock Point Church. The ideal candidate will provide excellent customer service, quality beverages and products, while consistently maintaining a clean, engaging environment and leading by example for other staff members.

Classification: Non-Exempt; Hourly // **Status:** Part-Time or Full-Time // **Team:** Operations // **Supervisor:** Coffee Shop Manager: Keli'i Ah Leong

WORK SCHEDULE

- Weekdays – 6am to 4pm (Hours assigned may vary)
- Weekends – 6am to 8pm (Hours assigned may vary)
- Events as assigned

ESSENTIAL DUTIES & RESPONSIBILITIES

- Assist the coffee shop manager in enforcing coffee shop operating policies and standards, including providing quality beverages and food products, cash handling and store safety, security and training.
- Complete opening and closing coffee shop procedures, including balancing register tills, locking/unlocking registers, securing cash deposits in safe locks, locking/unlocking doors and turning equipment on/off.
- Assist the coffee shop manager in inventory management.
- Deliver quality customer service to all coffee shop guests, maintaining the philosophy that the guest comes first, by discovering and responding to customer needs.
- Maintain regular and consistent attendance and punctuality.
- Available to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays.
- Approaches each guest interaction with a heart of service and an attitude of ministry.
- Maintain calm demeanor during periods of high volume.
- Prepare food and beverages to standard recipes or per customer specifications.
- Available to perform many different tasks within the store during each shift.
- Work with coffee shop managers to develop, upkeep and initiate recipe book to entire coffee team.

- Assist in training new employees upon on-boarding and help to develop enrichment/continual training.
- Assume shift lead responsibilities during each shift.
- Expected to be able to conduct opening and closing procedures when scheduled.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Ethics - Treats people with respect; inspires the trust of others; works with integrity and ethically.
- Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

- Safety & Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- Initiative - Asks for and offers help when needed. Undertakes self-development activities.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- Ability to learn quickly.
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- AZ Food Handlers Card (required within 1 week of start date).
- Strong interpersonal skills.
- Be a team player.
- Ability to build relationships.
- Be self-motivated, driven and have a natural sense of entrepreneurial spirit.
- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a covenant member of Rock Point Church;
- Model biblical family life before the body and regularly attend worship service with your family;
- Model biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model biblical community; and
- Model biblical generosity and financially support Rock Point Church.