



**Volunteer Position:** Barista  
**Overseen By:** Operations Director  
**Time Commitment:** We are looking for a volunteer to serve 1-2 times a month in the barista position for a minimum commitment of 3-4 months.

### **Purpose of Position:**

*This role is to provide a welcoming environment to both existing members and new visitors of SVA while making high-quality coffee and tea drinks to order. We provide this environment with a welcoming smile and a comforting beverage of the guest's choice at the café.*

### **Responsibilities & Expectations:**

- *Arriving at-least 20-30 minutes before service to setup and ensure everything is ready for service*
- *Greeting all customers with a smile as they walk up*
- *The baristas responsibilities include educating customers on our beverage menu and taking the guests orders when a support worker is unavailable.*
- *Perform the operations of the coffee stand*
- *Keep the espresso and café area clean*
- *Report any maintenance needs to operations director*
- *Cash handling and operation of a POS system*
- *Comply with health and safety regulations*
- *Work alone or with others while delivering quality, and consistency to customers*
- *Communicate customer feedback to operations director and recommend new menu items*
- *Passionate about coffee, and have a great welcoming demeanor*
- *Helps to maintain positive volunteer morale*
- *Ensures excellence in coffee preparation and Guest experience*
- *Stay knowledgeable about Menu offerings*
- *Consistently and efficiently prepare excellent quality beverages*

### **Special Qualifications for this Position:**

- *Having coffee experience is not required but is preferred, training provided*
- *Must be 16-years-old or older*