

JOB DESCRIPTION: SHIFT LEAD

ABOUT LINEA:

Linea is a San Francisco based roasting company founded in 2013, known for its sweetness forward, award winning espresso, certified organic coffees, exacting flavor standards, and its culture of kindness and hospitality.

SHIFT LEAD

Linea Caffe is seeking a hard working, self-aware, flexible, and communicative individual to join our retail team as a Shift Lead. If you like customer service, organizing, and ordering, this may be the job for you.

This position would need to be able to work at both locations and have some flexibility with hours. This is a full time/ 32+ hour position that is eligible for the tip pool in addition to hourly wage (based on experience).

The Shift Lead performs all of the job responsibilities of the Retail Sales and Barista positions with the following responsibilities: Acts with customers in mind and uses first-hand customer information for improvements. Builds effective relationships with customers and gains their trust and respect. Takes an active role in creating and maintaining a positive store environment. Communicates effectively with all levels of the organization. Uses time effectively and efficiently and prioritizes tasks at hand. Constantly and consistently meets and exceeds goals and pushes self and others for best results. Serves as Emergency Contact and places orders as delegated or in the managers' stead.

KNOWLEDGE, SKILLS, AND ABILITIES

- Fluent in spoken and written English.
- Understanding and fluency of the coffee roasting process
- Ability to communicate in a clear verbal manner and hear conversations. Excellent interpersonal and communication skills. Ability to listen effectively.
- Ability to communicate via email in an efficient and timely manner.
- Ability to maintain records and documents
- Understanding of green and roasted coffee inventory management.
- Fluency in information systems (Cropster/ Inventory Tools) and Quality Control procedures and protocols.
- Understanding of needs for daily production for a Roasting Facility (packaging, blending, receiving, shipping, etc....).
- Ability to operate a fork lift (forklift certified is a plus)
- Ability to lift a minimum of 50lbs
- At all times portray Linea Caffe and it's products in a positive light

POSITION RESPONSIBILITIES AND TASKS

Operations

Maintains a clean and organized store environment plus other duties as assigned
Maintains accurate cash handling and follows proper procedure for securing store funds
Responsible for opening and closing the store

Maintains a minimum availability of 30 hours and communicates scheduling needs to store manager in a timely manner

Manages and maintains shift changes and daily tasks through use of the shift planner

Achieves goals assigned by manger and utilizes staff and resources available

Communication

Communicates needs of customers and store to the store manager

Ensures availability of merchandise and services by communicating with the store manager

Protects employees and customers by providing a safe and clean store environment

Maintains operations by initiating, coordinating and enforcing program, operational and personnel policies and procedures

Maintains the stability and reputation of the store by complying with legal requirements

Identifies current and future customer needs by establishing rapport with potential and actual customers

Provides coaching and feedback in the moment when the opportunity arises

Self-Development/ Education

Contributes to team effort through execution of program initiatives and ensures product knowledge of staff

Personally committed to and actively works to continuously improve.

Sets example of staff through consistent performance and adherence to quality standards

Actively engaged in developing product knowledge for self and overall store through tastings

TYPICAL WORKING CONDITIONS

- Includes long periods of standing and working on equipment.
- Busy, tight quarters, often warm/hot.
- Standing, walking (on even and uneven surfaces), stooping, bending, twisting, leaning, grasping, and lifting of 30 lbs. or less.

COMPENSATION AND BENEFITS

- This job pays at a rate of \$22/hour (more based on experience) plus tips (which typically average around \$14/hour)
- Health Benefits
- 401(k)

TO APPLY

Please upload your resume and a cover letter explaining why you'd be a great fit and send it to jobs@lineacaffe.com

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

We thank you for your interest in a career opportunity with Linea Caffe. Due to high volume, only those applicants selected for an interview will be contacted.