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## **THE LINEA CAFFE STORY**

Linea is a San Francisco based coffee roasting company. Linea's renowned for our sweetness forward, award winning coffees, exacting flavor standards and its culture of kindness and hospitality.

Linea has been named one of Food & Wine Magazine's Best 11 Indie Coffee Shops in America, San Francisco Magazine's Best Espresso, A Thrillist Best New Coffee Roaster and 2020 Good Foods Award Winner.

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## **AAP/ EEO STATEMENT**

Linea Caffe is an equal opportunity employer and does not unlawfully discriminate on the basis of race, color, religion, creed, sex, (including pregnancy, childbirth or related medical conditions), national origin, ancestry, age, physical disability, mental disability, medical condition, family care leave status, marital status, sexual orientation, veteran status or political ideology, as these terms are defined by state, federal and local law. Linea Caffe also makes reasonable accommodations for disabled employees.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Linea Caffe will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result. Any employee who requires an accommodation in order to perform the essential functions of the job should contact their supervisor and request such an accommodation.

Finally, Linea Caffe prohibits harassment of any individual on any of the bases listed above. For information about the types of conduct that constitute impermissible harassment, and internal procedures for addressing complaints of harassment, please refer to the restaurant's policy against harassment.



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## **JOB DESCRIPTION**

**Job Title:** Barista

**Department:** Retail

**Location:** 3417 18th St. San Francisco CA 94110/1125 Mariposa St. San Francisco CA 94107

**Reports to:** Store Manager

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## **POSITION SUMMARY**

A Barista is knowledgeable in coffee and tea preparation. The job of the Barista involves efficient, fast, and quality service while providing products that meet Linea Caffè's brand expectations. The Barista will accomplish this goal by offering support to co-workers and management staff as well as adhering to procedures to ensure that excellence is achieved and maintained.

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## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Fluent in spoken and written English.
- Ability to communicate in a clear verbal manner and hear conversations. Excellent interpersonal and communication skills. Ability to listen effectively.
- Time management: The ability to organize and manage multiple responsibilities
- Ability to learn and apply new knowledge or skills for your work. Willingness to strive for growth and improvement. Commitment to excel in your work.
- Be accountable for quality products
- Understand and follow written and verbal instructions
- Ability to work with co-workers, shift-leaders, and management
- Basic math and computing skills
- Ability to work and think independently and make quality decisions in the absence of a supervisor
- Strong customer-orientation. Ability to promote, and be accountable for, quality customer service. Can-do, friendly, professional, "Win-Win", "Yes!" attitude.
- At all times portray Linea Caffè and its products in a positive light

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## CORE COMPETENCIES

- **Team Work:** Ability to work in a team environment, remaining attentive to ideas, recognizing responsibilities, and actively participating with others to accomplish assignments and achieve goals. Strong, positive, and constructive team player.
- **Pressure:** Ability to work effectively under pressure. Able to maintain focus when operating in a busy, distracting environment.
- **Flexible/Adaptable:** Ability to be flexible and adapt to changing priorities, work environments, management styles. Able to deal skillfully and promptly to new situations, difficulties, etc.
- **Receptive to Feedback:** Ability to receive feedback and coaching from others on your performance, and use the feedback and coaching to learn and improve.
- **Dealing with Ambiguity:** Open to change and learns quickly when facing new and unfamiliar tasks or challenges.
- **Decision Quality:** Makes good decisions, based upon a mixture of analysis, wisdom, experience and judgment, which are perceived to be accurate when evaluated over time.
- **Problem Solving:** Uses logic and methods to solve difficult problems, and looks beyond the obvious, not stopping at the first answers.
- **Planning:** Accurately scopes-out length and difficulty of tasks and projects, and can breakdown work into the process steps. Can anticipate and adjust for problems and roadblocks.
- **Approachability:** Spends the extra effort to put others at-ease. Is sensitive to and patient with the interpersonal anxieties of others.

## OTHERS REPORTING TO THIS POSITION

None

## TYPICAL WORKING CONDITIONS

- Includes long periods of standing and working on equipment.
- Warehouse-type, small office, and small food-service retail environments: busy, conversationally noisy, tight quarters, sometimes stuffy, warm, dusty, and slippery, with ever-present coffee roasting aroma.
- Standing, walking (on even and uneven surfaces), stooping, bending, twisting, leaning, grasping, and lifting of 50 lbs. or less.