



Job Title

Shift Lead

Reports To

Shop Manager

Job Overview

Wildflyer Coffee is a non-profit coffee company that creates employment opportunities for youth experiencing homelessness. This role requires a knowledge of coffee and hospitality paired with the ability to work with youth facing employment barriers. The Shift Lead has responsibility to create a hospitable environment for customers and model appropriate employment skills to youth baristas. This position will lead shifts on the floor as well as participate in the enrichment of our youth program in various ways.

Position

Hourly

20-30 hours per week

\$16/hour plus tips

Product Responsibilities:

- Educates customers on Wildflyer Coffee products and services.
- Sells and serves menu items to customers.
- Continues to learn and educate themselves on whole bean knowledge, coffee blends, tea products, menu items, coffee brewing, and blended products.
- Participates in all sales promotions effectively and efficiently.

- Safely handles all hot and cold drinks during drink preparation.
- Follows all Wildflyer Coffee drink recipes and procedures.
- Learn how to make our house made syrups
- Aids Shop Manager with smaller administrative tasks when needed

Service Responsibilities

- Greets customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
- Maintains efficient, friendly service standards and demonstrates such standards when training other team members.
- Creates a culture of hospitality within the team during each shift.

Youth Responsibilities:

- Oversee Wildflyer Coffee youth employees during barista shifts, ensuring they are interacting with customers and other staff appropriately and providing excellent service.
- Ensure youth employees are following Wildflyer Coffee operational procedures
- Ensure youth baristas are creating drinks according to standard
- Assist youth employees in maintaining a positive attitude during shifts
- Partake in the initial and continued training of the program participants/employees on the various roles on the floor.
- Communicate with Shop and Program managers regarding the performance and growth of our youth employees on a regular basis.
- Participate in various programming events organized for our youth program including our weekly community night - each lead must be available for participation for at least three events per cohort.
- Participation in events for each cohort that may be training on the floor, or through leading lessons in one of the three areas of focus of the program:
 - Hard Skills: Cupping, Qualities of espresso, milk technique, latte art, tea and coffee knowledge, etc
 - Soft Skills: Employability Skills (Workplace Performance, Attendance/Punctuality, etc.),

- Life Skills: Personal Development/Interests and Hobbies, i.e Plant Care, Writing, Photography, Personal Finance, etc.

Requirements & Qualifications

- Experience in retail/specialty stores or food establishments preferred.
- Youth work experience and/or experience in working with marginalized populations
- Knowledge of coffee and the coffee industry
- Extremely flexible and adaptable as the role and company grows
- Excellent customer service skills
- Patience and an ability to work with marginalized populations
- Positive attitude
- Great conflict resolution skills
- Able to work weekends and holidays
- Barista skills, espresso machine operating experience
- Ability to work well under pressure

Please submit cover letter & resume to Anne Woster at anne@wildflyercoffee.com