

## Position Description

### POSITION PROFILE

**Position Title:** Barista, Library Coffee Lounge

**EOU Department/College:** Library

**EOU Supervisor Title:** Chrystine Brown, Serials/Acquisitions Supervisor

**Typical Job Duration:** Academic year (September to June)

**Job Level:** \$13.50 / hour, level 1

**Type of Schedule/Typical Hours:** Flexible schedule; primarily morning shifts with potential afternoon shifts depending on availability

**Typical Number of Hours Per Week:** 10-15 hours

### POSITION INFORMATION

#### **Student Position Description Summary:**

The Barista at the Library Coffee Lounge provides high-quality coffee and customer service to students, faculty, and visitors. This role involves preparing a wide range of coffee drinks, maintaining a clean and organized work area, and managing transactions.

#### **Job Duties/Responsibilities/Essential Functions:**

- Prepare and serve coffee and other beverages according to standard recipes
- Greet customers, take orders, and process payments
- Maintain cleanliness and organization of the coffee lounge, including cleaning equipment and seating areas
- Manage inventory of coffee supplies and products

- Ensure customer satisfaction by providing excellent service and responding to inquiries or complaints

## **HIRING CRITERIA**

### **Minimum Qualifications:**

- Current or following term undergraduate enrollment of at least 6 credits/graduate enrollment of 9 credits
- Must be in good academic standing (2.0 or higher)
- Able to work mornings.

### **Preferred Qualifications:**

- Food Handler's Card, customer service, barista experience

### **Desired Knowledge, Skills & Abilities:**

- Knowledge of basic coffee drink preparation
- Ability to operate a cash register and handle cash accurately
- Strong interpersonal and communication skills
- Capacity to work efficiently under busy conditions

## **STUDENT LEARNING OUTCOMES**

*As a result of completing this internship, the student will:*

### **Academic Learning Outcomes:**

- Develop knowledge of business operations through hands-on experience in customer service, sales, and inventory management.

### **Industry Learning Outcomes:**

- Gain practical skills in food and beverage service, understanding industry standards for quality and customer satisfaction.

### **Career-Readiness Learning Outcomes:**

- Enhance interpersonal skills by interacting with a diverse range of customers.
- Build time management and multitasking skills critical for any fast-paced work environment.
- Cultivate professional customer service skills applicable across various industries.

## **PROFESSIONAL DEVELOPMENT & TRAINING**

### **Professional Development & Training**

Eastern Oregon University is an EEO Employer and welcomes application from women, members of historically underrepresented minority groups, US Veterans, and persona with disabilities. EOU is committed to providing equal opportunity in its recruitment, admissions, educational programs, activities and employment without illegal discrimination on the basis of age, color, disability, national origin, race, marital status, religion, sex, sexual orientation, gender identity, gender expression or any status as protected by state or federal law.

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

## **LEARNING ASSESSMENT & PERFORMANCE EVALUATION**

### **Learning Assessment and Performance Evaluation**

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework