

Position Description

POSITION PROFILE

Position Title: Barista, Library Coffee Lounge

EOU Department/College: Library

EOU Supervisor Title: Serials/Acquisitions Supervisor

Typical Job Duration: Academic year (September to June) (Potential for summer work)

Job Level: 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: Monday – Friday 7:30am- 1pm (5-10 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 purchase transactions.

Job Duties/Responsibilities/Essential Functions:

Original:

- Operate a cash register
- Operate a credit card machine
- Operate Espresso machine and other coffee making equipment such as blender, grinder, ice machine, toaster, microwave

Suggested:

- Prepare and serve coffee and other beverages according to standard recipes
- Greet customers, take orders, and process payments using a cash register and credit card machine for processing transactions
- Maintain cleanliness and organization of the coffee lounge, including cleaning equipment and seating areas
- Use various coffee-making equipment, including espresso machines, blenders, grinders, ice machines, toasters, and microwaves
- Manage inventory of coffee supplies and products
- Ensure customer satisfaction by providing excellent service and responding to inquiries or complaints
- Perform opening and closing duties, including counting money and using credit card machines

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.
- Able to lift 20lbs

Preferred Qualifications:

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

Desired Knowledge, Skills & Abilities:

Original:

- Know how to measure accurately
- Learn and understand Barista terminology
- Inventory Management
- Team player
- Excellent communication skills with team, supervisor and customers

Suggested:

- Strong team work, analytical and problem-solving abilities
- Ability to measure accurately and correctly for drink preparation
- Knowledge and understanding to learn basic coffee drink preparation and other barista terminology
- Strong interpersonal and communication skills with supervisor, team and the customers
- Ability to complete opening and closing shifts

STUDENT LEARNING OUTCOMES

As a result of completing this Employment, the student will:

Academic Learning Outcomes:

- Knowledge of business operations, customer service, sales, and inventory management.
- Apply Basic math

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

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