

# Front of House/Coffee Team Member

OXBOW

## **Wage and Benefits**

DOE \$22 - \$24 paid hourly

We have both part-time and full-time opportunities available.

Healthcare and retirement benefits after 3 months of employment for employees at 19+ hours per week

Experienced candidates only

Regular annual performance reviews with opportunities for raises within the first 6 months

## **Reports to**

Retail Sales Manager

## **Job Description**

Ideal candidates have high level professional experience making espresso based drinks and an enthusiasm for working with customers. This position's primary responsibility is preparation and service of coffee and non-coffee-based beverages, but is equally responsible for greeting, taking and fulfilling orders at the Front of House, and serving customers at Oxbow. As part of a small team there is shared responsibility to clean, wash dishes, and help each other in the completion of bakery tasks.

*As a FOH team member, daily activities include...* Completing sales transactions, explaining Oxbow products to customers, restocking pastry, bagels, and bread from the back of house, making sandwiches, and organizing display cases. You will be responsible for maintaining the cleanliness of the space, putting away orders, restocking merchandise, and doing dishes. FOH staff complete customer orders in a timely manner with fun, positive attitudes.

*As a Coffee team member, daily activities include...* Preparation and service of coffee and non coffee-based beverages. You will also be assisting in restocking and cleaning the coffee bar and FOH, and taking orders at our point of service station and bagging/boxing up orders when needed. Within a shift, coffee bar staff will also aid in maintaining a fully and beautifully stocked product and merchandise display. Coffee bar staff are also responsible for maintaining the cleanliness of the space, doing dishes, restocking merchandise, and putting away orders.

Shifts are 8 hours, you may be asked to work any of these shifts: 6:15am-2:15am, 6:30a-2:30p, 7:00a-3p, 8:30a-4:30p, 9:45a-5:45p. Weekend availability required. You will not be scheduled to close one day and then open the next. Additional responsibilities to be determined by the Retail Sales Manager.

## **Duties and Responsibilities**

- Work as a member of a team and communicate clearly to ensure the completion of daily work and bakery cleanliness.
- Ensure that all food/beverage is handled and served in a manner consistent with Oxbow's standards and food safety laws.
- Model the bakery's values in interactions with fellow staff and customers.
- Maintain an organized, respectful and efficient environment.
- Communicate conflicts promptly to the position's direct manager.
- Awareness of FOH inventory and communicates needs.
- Troubleshoot customer and order issues; handle as able, or, seek help from manager.
- Maintain new and all FOH processes and actively keep the front of house organized and orderly.

## **Job Requirements**

- Must have 2-4 years professional barista / counter service / kitchen experience in a fast-paced environment
- Must have a current Washington State Food Workers Card.
- Must have a current MAST Permit (Class 12 or Class 13)
- Must be able to lift 50 pounds.
- Must be prepared to work in an occasionally hot and fast paced bakery environment
- Requires weekend availability.

## **Mission Statement**

Oxbow is a neighborhood bagel bakery and cafe in Montlake. We strive through hard work and careful sourcing to provide the finest quality products possible, and present them simply and respectfully to our customers.

## **Diversity Statement**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Sea Wolf is committed to creating a diverse and welcoming workplace that includes staff with diverse backgrounds and experiences. People of color, women, LGBTQIA+, veterans and persons with disabilities are encouraged to apply. Where possible, Sea Wolf will work to offer reasonable accommodations to job applicants with disabilities.

## **Benefits**

- Simple IRA with Oxbow matching contribution up to 3% of wages.
- Subsidized health insurance and 100% covered dental insurance after 3 months employment- (unsubsidized health insurance available for partners).
- Paid Time Off.

**Perks**

- Free leftover bread/ pastry/ bagels at closing (6pm)
- Walk-in bread/pastry with a 50% discount (i.e. on a day off) at Oxbow and Sea Wolf
- Discounted retail price or wholesale price on our merchandise/sundries: coffee, eggs, milk, olive oil, etc
- Professional development opportunities for senior staff