

# Guayaki Sustainable Rainforest Products, Inc.

## JOB DESCRIPTION

**JOB TITLE:** Counter Cebador

**DEPARTMENT:** Mate Café

**REPORTS TO:** Noah Andrus, Café Manager

**APPROVED BY:**

**APPROVED DATE:**

**CLASSIFICATION:** Non-exempt

**SUMMARY:** Prepares and serves meals and beverages for the Mate Cafe. Displays and promotes retail sales of all Guayaki products as described below.

### **DUTIES AND RESPONSIBILITIES:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Prepares food and beverage items for daily service.
- Takes orders, serves food and beverages, handles transactions on point-of-sale system, cleans dishware and equipment, and stocks product as directed by manager.
- Provides prompt and courteous customer service.
- Maintains a professional appearance and demeanor while on duty.
- Maintains a clean and safe working environment at all times.
- Exhibits knowledge and educates the public about Guayaki's products.
- Shares Guayaki's mission, answers questions, and educates others about Guayaki's Market Driven Restoration business model.
- Completes assigned tasks by due date.
- Collects payment from customers and turns in daily close-out reports.
- Attends and participates in team meetings as directed by manager.
- Performs other duties as assigned by manager.

### **QUALIFICATIONS:**

- High school diploma or general education degree (GED).
- Two years of food service or related experience.
- Able to follow directions with minimal supervision.
- Commitment to excellence and high standards.
- Excellent interpersonal, written and verbal communication skills.
- Ability to think clearly and quickly in high pressure situations.
- Strong organizational skills; able to manage priorities and workflow, handle multiple tasks and meet deadlines.
- Ability to work independently and as a member of various teams and committees.
- Proficient at basic math including the ability to count, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Familiarity with point-of-sale system and basic computing skills.
- Current Food Handler certification.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is frequently required to do the following:

- Coordinate multiple tasks simultaneously
- Stand and walk for long periods of time.
- Understand and respond to a diverse population.
- Lift and/or move up to 40 pounds.

**WORK ENVIRONMENT:**

- Works at the retail and food service establishment.

**COMPETENCIES** - To perform the job successfully, an individual should demonstrate the following competencies:

<b>Intellectual</b>	<b>Interpersonal</b>	<b>Leadership</b>	<b>Organization</b>	<b>Self-Management</b>
<input type="checkbox"/> Analytical <input type="checkbox"/> Design <input checked="" type="checkbox"/> Technical Skills <input checked="" type="checkbox"/> Problem Solving <input type="checkbox"/> Project Management	<input checked="" type="checkbox"/> Customer Service <input checked="" type="checkbox"/> Interpersonal <input checked="" type="checkbox"/> Written Communication <input checked="" type="checkbox"/> Team Work <input checked="" type="checkbox"/> Oral Communication <input checked="" type="checkbox"/> Diplomacy <input type="checkbox"/> Negotiation	<input type="checkbox"/> Change Management <input checked="" type="checkbox"/> Quality Management <input type="checkbox"/> Delegation <input type="checkbox"/> Visionary Leadership <input type="checkbox"/> Leadership <input type="checkbox"/> Managing People	<input type="checkbox"/> Business Acumen <input checked="" type="checkbox"/> Cost Consciousness <input type="checkbox"/> Diversity <input checked="" type="checkbox"/> Ethics <input checked="" type="checkbox"/> Organizational Support <input type="checkbox"/> Strategic Thinking	<input checked="" type="checkbox"/> Adaptability <input checked="" type="checkbox"/> Dependability <input checked="" type="checkbox"/> Attendance/Punctuality <input checked="" type="checkbox"/> Initiative <input checked="" type="checkbox"/> Motivation <input checked="" type="checkbox"/> Professionalism <input checked="" type="checkbox"/> Planning/Organizing <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Innovation <input checked="" type="checkbox"/> Quantity <input checked="" type="checkbox"/> Judgment <input checked="" type="checkbox"/> Safety & Security