



Brio Bakery – Customer Service/Barista Position Description

Brio Bakery is one of Edmonton’s fastest-growing independently-owned bakeries, located in the vibrant Exchange Building in Edmonton’s “Oliver” neighbourhood. We are looking for a passionate team player interested in being part of our team.

Our customer service staff are the face of our business, making first and lasting impressions on our customers. They are dedicated to making our customers feel at home, valued and wanting to come back soon. Our front-line staff know our product line, work well under pressure, and make a great coffee.

In the Customer Service/Barista role, you’ll report to our Customer Service Manager and be responsible for:

- Greeting and serving customers with respect, a cheerful disposition and informed attitude
- Providing information on our product to customers
- Ringing up customer orders, taking payment, and making change
- Stocking product display on shelves, counter and coolers with care and attention to detail
- Making and serving a great coffee and other hot drinks, including espresso drinks, quickly and with care and attention to detail
- Opening and closing the coffee station
- Keeping the coffee equipment clean and maintained
- Real-time communication with other front-line staff to optimize the customer experience
- Real-time communication with the kitchen staff to manage fresh product inventory
- Keeping the café area clean, including thorough cleaning at closing
- Processing, invoicing and packing customer orders

What skills do you require?

- A smile on your face and genuine interest in our customers
- A passion for baking and coffee
- A passion for customer service
- Ideally barista trained and experienced
- Great attitude with a desire to learn
- Team player
- Excellent communication skills
- Ability to lift heavy trays of finished product
- Grace under pressure to deliver excellent customer service and a great product in a busy environment without compromising on high quality expectations

Compensation:

- Hourly wage: \$16-18/hour
- Front of house tips payout
- Health/dental/life insurance benefits if regular work schedule is consistently 20 hours per week or more, after 3 months of employment

Hours of work:

- 20 - 25 hours per week
- Wednesday to Saturday between 7 am and 5 pm

If you fit the bill and are interested, let us know why and send your resume to info@briobakery.com