



ROASTER JOB DESCRIPTION

Facilitates the roasting process of all green coffee beans from arrival to roasting, packaging, labeling, and shipping. Responsible for maintaining the cleanliness of the roasting and distribution facility as well as regular cleaning and maintenance of the roaster. May work as a team or alone and may be responsible for performing roaster demonstrations to the public.

Principal Responsibilities:

- Willing to research, understand, and thoroughly learn the art of roasting coffee.
- Must have a positive attitude and be alert and attentive at all times. Pays careful attention to details.
- Meticulous about taking notes and staying organized. Abides by the system in place and memorizes step-by-step processes quickly.
- Aware of employee and customer safety at all times.
- Pays careful attention to detail throughout the roasting, bagging, labeling, and shipping process.
- Physically able to lift and move large and heavy objects when necessary.
- Cleans roaster regularly and takes all precautions to prevent fire and follows all health and safety procedures.
- Keeps roasting and bagging/labeling/shipping facility clean at all times.
- Is self-motivated and works well alone and as a part of a team. Takes instruction from Shift Leader and team members well. Communicates well in a stressful environment.
- Delivers excellent customer service through communication, positive attitude, and connecting with customers. Is knowledgeable about our offerings and store promotions.
- Can multitask quickly and efficiently and remains calm during periods of high stress. Communicates any potential problems to the manager on duty.
- Acts in accordance with MOSAIC COFFEE Co. values and culture and strives to promote these values within the team and to customers.
- Is always ready and willing to share our story and mission and the organizations/communities that we are supporting.
- Maintains proper attendance and punctuality and communicates well during scheduling.
- Follows MOSAIC COFFEE Co.'s Employee Handbook and Dress Code.
- Willing to interact with customers and create relational experiences with customers when necessary.
- Has an inquisitive mind and is willing to learn and try new things and share experience with team members.
- Manages green coffee beans and roasted coffee beans inventory.