

## Job Title: Customer Service Manager

### Responsibilities:

- Set up and manage front of house service daily.
  - For the time being, this includes five tables in the sidewalk seating area, food plating area, to-go beer fridge, and check out station.
- Pour pints of beer, glasses of wine, NA beverages.
- Plate food items from a small food menu.
- Restock to-go beer fridge.
- Clean and sanitize areas of customer use.
- Wash bar and kitchen dishes.
- Move and tap kegs into the draft system.
- Engage with customers in a positive, on brand way.
- Talk enthusiastically about craft beer.
- Create a warm, welcoming, experience to all customers while showing gratitude for their business.
- Communicate effectively with owners and other co-workers.

### Hours:

- 30+ hrs/ week. Wednesday-Sunday afternoons/evenings.
- Training starts ASAP with hours increasing to 30+hs/week in January.
- Possibility for additional hours with production.

### Experience:

- Experience in the service industry, especially serving alcohol.
- TIPS trained or equivalent.
- Familiarization with food safety standards.
- Familiarization with COVID-19 protection protocols.
- Craft beer lover.

### Wage:

- Determined based on prior experience and expertise.

With this position there is potential for promotion to Front of House Manager once COVID restrictions are lifted.

- Additional responsibilities would include but are not limited to staff scheduling, staff management, event booking, front of house inventory, etc.

Dropped off and emailed resumes accepted.

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