



Job Title: Cashier

Job Summary: The Cashier position is a part-time position that reports to the Taproom Operations Manager. This person will be responsible for taking food orders and providing all guests a high level of customer service in a timely and professional manner.

Responsibilities and Duties:

The person hired will be responsible but not limited to:

- Report to work one hour before opening in the correct Steel Hands Brewing uniform as outlined in the Steel Hands Brewing Policy and Procedures Handbook;
- Follow all brewery standard operating procedures and perform duties according to the Front of House checklists for opening, operating hours and closing (check lists attached);
- Maintain a clean, friendly, and welcoming environment for all customers at all times;
- Completely and correctly stock the food window area with needed supplies including napkins, utensils, and sauce cups filled throughout the course of kitchen service;
- Greet all customers in a friendly and welcoming manner;
- Record orders into the point of sale system accurately; notify the kitchen of any special requests;
- Void and refund inaccurate orders correctly;
- Educate and instruct customers to take their silverware, napkins, and/or condiments before going to their table;
- Give each guest a number and ask where they will be located to be able to promptly serve their order;
- Keep hard surfaces in the food service window area wiped down and cleaned;
- Notify management of all guest point of sale issues that arise;
- Assist with closing per the checklist;
- Other duties as assigned by Manager on duty.

Qualifications and Skills:

- Prior experience in the hospitality industry with a proven ability to be an effective, innovative and enthusiastic leader is preferred;
- Passion for customer service with a strong beer knowledge;
- Ability to interact professionally and effectively with employees and the general public;
- Self-motivated and able to act independently to solve problems as they occur;
- Ability to multitask and thrive in a fast-paced environment;
- Ability to work on weekends and some holidays;
- Experience with Arryved (or similar POS platforms) preferred;
- Must be 21+.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Be able to work in a standing position for long periods of time (up to 8 hours);
- Be able to reach, bend, stoop and frequently lift up to 30 pounds, occasionally up to 50 pounds;
- While performing duties of this job, the employee is occasionally exposed to high, precarious places;
- Work in an environment where duties are performed in both indoor and outdoor settings with events often taking place in the elements in all four seasons; occasionally exposed to wet, cold and/or humid conditions and outside weather conditions;
- The noise level in the work environment is usually moderate to loud.

**A full list of Essential Duties, Responsibilities and Compensation to be provided and reviewed upon interviewing.*

Interested applicants should send their resume to patrick@steelhandsbrewing.com . Please indicate the position you are applying for in the subject line of the email.