



**Whatcom
Council on Aging**



Job Description

Position Title: **Coffee Bar Volunteer**

Work Schedule: Morning Shift: 8:45 a.m. to 12:00 p.m.
Afternoon Shift: 12:00 p.m. to 3:00 p.m.

Objective: To serve members and guests refreshments with good customer service skills, friendliness, and efficiency.

Duties and Responsibilities:

- **Sign in on My Senior Center for your volunteer hours.**
- Greet members /guests who come to the coffee bar and the lounge area
- Provide customer service to members/guests to sell & serve refreshments.
- Make coffee. Stock and serve refreshments.
- Keep counters and tables wiped and clean in coffee bar and general area
- Wear gloves to minimize the spread of germs. Replace gloves whenever contaminated.
- **Use of cell phone, computer, and other electronic devices should be minimized**

Qualifications:

- Friendly to the members/guests to make them feel welcome and comfortable
- Organized and able to multitask while being a good customer service representative
- Able to follow direction and get along with volunteers and staff
- Able to follow proper cash handling procedures and use tablet for credit card sales in conjunction with staff
- Able to perform light cleaning and organizational duties.
- Food handlers permit required.

Education and Experience:

- On-the-job training will be provided.
- Hospitality knowledge and experience is preferred.

Relationships:

- Reports to Volunteer Coordinator for scheduling and general concerns
- Reports to BSAC Director

If unable to work your scheduled shift for any reason, or you are going to be late, please notify the Volunteer Coordinator as soon as possible at: tvanbeek@whatcomcoa.org or call 360-728-7129.

WCOA is following Washington State and local guidelines for COVID-19 protocols.