



Coffee Bar Volunteer Description

- Schedule:** Volunteer shifts are between 3 and 3.25 hours.
Morning Shift: 8:45 a.m. to 12:00 p.m. OR
Afternoon Shift: 12:00 p.m. to 3:00 p.m.
- Objective:** Serve members, volunteers and guests coffee, tea and refreshments with a welcoming smile, friendliness, and efficiency.

Duties and Responsibilities:

- Make and serve coffee & tea to guests. Make new coffee as needed.
- Keep Coffee Bar area clean/sweep as needed/wipe down counters
- Notify staff if a product/supply is running low
- Stock counter with snacks/tea
- Rinse/soak dirty cups and bring them to the kitchen to be sanitized
- Wash all carafes for coffee and cream
- Greet members /guests who come to the coffee bar and the lounge area
- Sign in on My Senior Center for your volunteer hours.
- Wash hands regularly, especially after touching something dirty such as money, broom, hair, face, nose, bathroom, trash, etc...
- Notify staff if someone is behaving inappropriately/rudely in coffee bar/library areas
- Rinse out water dispenser and keep it full of water and ice.
- Restock cups for coffee and ice water as needed.
- Clean cups and carafes.
- Notify the Volunteer Coordinator as soon as possible if unavailable for a volunteer shift
- Requires standing for short periods while washing counters, wiping tables, washing carafes, cleaning up the coffee bar area. While there is some standing at times, this is mostly a sitting role.

Qualifications:

- Friendly and courteous; able to welcome all members/guests to make them feel valued and comfortable in the coffee bar
- Organized and able to multitask while being a good steward for the center
- Able to give proper change for purchases of \$1 or \$2
- Able to perform light cleaning and organizational duties.

Education and Experience:

- Volunteers will be asked to shadow one of our experienced coffee bar volunteers (for one shift) before volunteering at the coffee bar.
- Customer service experience is preferred.

Relationships:

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

Questions? Contact the Volunteer Coordinator: Teddi Anshus (She/her)
tanshus@whatcomcoa.org or call 360-733-4030 x1024