



TAPROOM BEERTENDER

Swedesboro Brewing Company (Swedesboro, NJ)

JOB DESCRIPTION SUMMARY

Swedesboro Brewing Company (SBC) is a taproom brewery based in South Jersey that is looking for an outstanding candidate to join our team as the **Beertender**. Much like a bartender partners with a bar manager, SBC is looking for a Beertender to partner with the Taproom Manager to create an exceptional experience for its patrons. The candidate must be an enthusiastic and charismatic individual who is focused on delivering superb customer service. The taproom is a fast-paced environment; therefore, the ideal candidate should have a natural ability to work well under pressure, keeping a positive attitude while staying on task. This position is responsible for promoting the sale of both beer and non-beer products of the brewery. Additionally, the Beertender is committed to the SBC mission by being dedicated to a culture that centers around the customer experience.

JOB DUTIES AND RESPONSIBILITIES

Customer Service

- Deliver exceptional customer service to all patrons, first and foremost.
- Greet customers promptly and courteously.
- Serve customers in a timely manner that meets/exceeds their expectations.
- Make connections and form relationships with patrons.
- Educate guests on our beer portfolio and brand history, as well as our company culture.
- Discover and respond to customer needs and questions.
- Guide patrons in selecting SBC beers, using beer style and flavor knowledge to suggestively sell product based on guest interactions.
- Pour beverages efficiently and be mindful of waste.
- Provide a brewery overview to customers in compliance with state issued tour guidelines.
- Handle complaints and/or concerns of guests promptly and tactfully. This includes providing updates to the Taproom Manager and/or including when appropriately.
- Ensure lawful compliance and safety by making sure all customers consuming alcohol are of legal drinking age.
- Follow alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.

Operations

- Set up and clean up taproom operations and special events thoroughly and keep robust clean logs daily.
- Maintain clean glassware through proper wash, rinse, and sanitize techniques.
- Stock beer and retail merchandise in the taproom.
- Ensure proper payment for all sales are collected and that the team of servers perform transaction handling procedures accurately.
- Promote the sale of beer and non-beer products, including merchandise, sold in the taproom and promote SBC, the specials and upcoming events.
- Assist the Taproom Manager with tracking sales and maintaining inventory, as well as identifying discrepancies or shortages.

- Ensure the point-of-sale and draft systems are operating optimally at all times.
- Report all equipment problems, bar maintenance issues, violations or substandard practices to the Taproom Manager immediately upon encountering a problem.
- Attend brewery staff meetings, as required.
- Communicate with taproom staff and management to ensure guest satisfaction.
- Help inform decisions related to hiring taproom staff.

Other Duties

- **Represent SBC and its brands in a professional and positive manner at all times, both inside and outside the brewery.**
- Serve as a favorable public image of the company by attending and participating in public events such as festivals and promotions, both on site and off site.
- Demonstrate pride in serving the community and providing extraordinary customer experiences.
- Comply with all company policies and procedures, as a condition of employment.
- Perform all other job duties and functions that may be assigned.
- SBC reserves the right to change duties, responsibilities and activities at any time.

JOB QUALIFICATIONS

Education

- High school diploma or equivalent required; college degree preferred.
- Possesses a TIPS certification or commits to obtaining one prior to starting the position.

Experience

- Previous bartending/beertending experience required.
- Brewery experience preferred.
- Prior customer service or retail sales experience in the food or beverage industry a plus.

Other Credentials

- Must be at least 18 years of age and have proof of eligibility to work in the United States.
- Driver's license and willingness to make local deliveries a plus.

PERSONAL ATTRIBUTES, KNOWLEDGE, AND SKILLS

Attributes

- Projects a friendly and helpful attitude as well as professional demeanor for building strong customer relationships at all times.
- Has interest in craft beer, brewing, and the industry.
- Displays passion for learning the details of SBC beers and business operations.
- Able to be responsive and flexible to last minute requests.

Knowledge

- Has a good understanding of brewing processes.
- Possesses decent knowledge of various beer styles and desires to continue learning and advancing the knowledge base.
- Maintains strong working knowledge of proper serving techniques.

Skills

- Shows exceptional people skills, especially as an active listener, giving full attention to what patrons are saying and taking time to understand the points being made.
- Displays excellent verbal communication skills, providing salient feedback and asking appropriate questions.
- Has proficient computer skills, namely proficiency with using point-of-sale systems.
- Displays competent cash handling and credit card transition skills.
- Demonstrates the ability to multitask and manage stressful circumstances associated with a fast-paced and dynamic work environment.
- Has good problem-solving and troubleshooting skills, particularly related to our point-of-sale and draft systems.
- Possesses the ability and motivation to work independently, with minimal supervision, and to teach and lead servers.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical Demands

- Lift up to 25 pounds from ground to shoulder high and 50 pounds from ground to waist high intermittently as well as move up to 100 pounds along the floor occasionally, with assistance as needed.
- Stand and walk around the brewery for extended periods (e.g., 6+ hours) at a time regularly.
- Crouch, kneel, and bend periodically.
- Perform repetitive motions of the hands and/or wrists frequently including, but not limited to, grasping, pulling, and reaching.

Working Conditions

- Work in a team-oriented and customer-centric environment.
- Work in relatively confined spaces and tight congested areas.
- Follow appropriate safety procedures to handle and clean glassware and protect the body, especially the hands, from prolonged periods of exposure to wet conditions.

WORK SCHEDULES

- The brewery is typically open 35 hours per week, from Wednesday to Sunday, and shifts usually range from 5 to 12 hours.
- This position requires the ability to work at least 20 hours per week including evenings, weekends, and holidays (as required).
- The candidate that fills this position must be open to working on-site and off-site special events, including after normal hours if needed.
- Schedules can change based on seasonal and business needs.

JOB COMPENSATIONS AND BENEFITS

- Compensation is highly competitive and commensurate with experience. Details will be shared during the interview process.
- This job includes 2-weeks equivalent paid time off (PTO).
- In the future, SBC plans to offer employer-sponsored insurance, 401(k), and/or other company benefits.