



Taproom Bartender

Oakland is and always has been a beer town; a place where hard-working people would gather together to enjoy locally brewed, fresh beer. As the local population grew during the Gold Rush and building of the Transcontinental Railway, Oakland was affectionately referred to as the “Milwaukee of the West” for its numerous neighborhood-based breweries. Oakland United Beerworks is a craft brewery in the heart of Oakland’s waterfront Jack London District and we are proud to continue the great beer brewing tradition in Oakland. We are a company comprised of hard-working, humble, and team-oriented craft beer enthusiasts, dedicated to bringing quality craft beer to the Bay Area.

Job Type: Part-time, Non-exempt.

Shifts: Thursday, Friday, Saturday, Sunday

Compensation: \$16.50/hour + tips

Job Description and Requirements:

Essential duties and responsibilities include but are not limited to:

- Take orders from customers for beer, merchandise, food, and/or other non-alcoholic beverages
 - Check customers’ identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Engage customers and answer questions, educate guests on our beer and our brand.
- Inform guests of any specials, upcoming events, beer releases, scheduled food vendors, and live music performances.
- Maintain Oakland United’s beer service standards and minimize product waste.
- Monitor taproom cleanliness including all guest facing areas, restrooms, outdoor space, and cold box.
- Demonstrate the highest integrity of fiduciary responsibilities through money handling and accurate POS system transactions.
- Prepare growlers and crowlers.
- Maintain a working knowledge of the descriptions of each beer menu item, including basic ingredients and unique features.
- Ensure each guest is treated with the best possible customer service.
- Immediately report any customer concern to leadership.
- Complete all necessary side work as laid out in the duties checklists.
- Work alongside the Shift Lead to ensure that the taproom is sufficiently stocked at all times.

Required Skills and Abilities:

- An interest in and love of craft beer.
- Strong customer service skills and friendly personality.
- Possesses the desire to serve guests exceptionally in a fast-paced environment.
- Demonstrate professionalism, collaborate with the rest of the taproom team, and be independently driven.
- Ability to remain calm under pressure or when dealing with disgruntled customers.
- Must be able to communicate clearly and professionally with leadership at all times.
- Ability to be a strong team player and get along well with co-workers.
- Ability to adjust to changing schedules and priorities.
- Must be punctual, have good attendance, and a reliable means of transportation to work.

**Education and Experience:**

- Customer service experience in a retail, bar or restaurant environment, taproom, or brewery is preferred.
- Advanced computer knowledge, specifically POS systems (Square), Gmail, and Microsoft Word.
- RBS Certified in accordance with CA requirements. Training will be provided if you are not certified.
- Previous experience in the craft beer industry or home brewing experience (preferred but not required).

Additional Requirements:

- Must be at least 21 years of age.
- Availability to work weekdays and weekends (Thursday-Sunday) required.

Work Environment:

- Duties are performed in both indoor and outdoor settings.
- The noise level in the work environment is usually moderate to loud.
- Work environment involves moderate exposure to physical risks, such as operating dangerous equipment or working with chemicals.
- Chemicals known to the State of California to cause cancer, or birth defects or other reproductive harm may be present at worksite.

Physical Demands:

- Must be able to lift 40lbs.
- This position will require you to stand, walk, and be on your feet for long periods.
- Bending, twisting, reaching, pushing, pulling, and performing repetitive motions.

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

Benefits:

- Employee Discount: 40% off all beer and merchandise above what is required to be worn for your shift. All shift clothes will be provided to you.
- Sick Leave: sick leave is accrued at a rate of 1 hour per 30 hours worked. It can be used to cover an unexpected absence for a previously scheduled shift, due to illness, per the employee handbook.

Oakland United Beerworks is an equal opportunity employer. We do not and shall not discriminate on the basis of race, religion (creed), gender, gender identity, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.