



# URSA MINOR BREWING, LLC

|                            |                             |                         |           |
|----------------------------|-----------------------------|-------------------------|-----------|
| <b>Job Title:</b>          | Crewmember                  | <b>Department</b>       | Taproom   |
| <b>Reports to:</b>         | Customer Experience Manager | <b>Travel Required:</b> | None      |
| <b>Level/Salary Range:</b> | \$10.75+/hr                 | <b>Position Type:</b>   | Part-time |

## Applications Accepted By:

***Ursa Minor Brewing is a microbrewery located in the Lincoln Park Craft District of Duluth, MN. We love people, people love beer, and beer loves us.***

***Our passion is “beer with purpose” and we brew innovative and authentic variety with an inclusive attitude.***

## ***Our company values are:***

### **Enthusiastically Naive**

*Learn from mistakes and take new knowledge into the future with passion, positivity, and enthusiasm.*

### **Pursuit of excellence**

*We are what we repeatedly do*

### **Collaboration**

*No one can whistle a symphony, it takes a whole orchestra*

### **Kindness**

*No act of kindness, no matter how small is ever wasted*

### **Innovation**

*Innovation is the ability to see change as an opportunity, not a threat*

## Job Description

### **JOB DESCRIPTION**

At Ursa Minor Brewing, the taproom is an essential piece of our business and will likely be the first-place consumers will experience our brand. Our team of crewmembers will be responsible for making the taproom experience nothing short of exceptional. We are in the business of bringing people together, beer and pizza are just our tools for doing that.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Acquire and maintain intimate knowledge of all our products (beer/food/non-alcoholic drinks)
- Acquire and maintain intimate knowledge of wood-fired food service
- Enthusiasm for a team environment! Crewmembers work together on the bar and kitchen and it is important that all Crewmembers are dedicated to team environment!
- Maintain and promote safe and clean working environment
- Is able to independently complete taproom and kitchen opening and closing procedures
- Promptly greet and warmly welcome guests
- Reports to work on time
- Is able to communicate with customer desires in order to completely satisfy the customer’s expectations
- Provide exceptional customer service to all taproom patrons
- Resolve customer complaints about quality and service
- Maintain positive and friendly working environment
- Attend periodic staff meetings and be willing to participate in ongoing service/beer trainings
- Maintain cleanliness and organization of the taproom, bar, patio, bathrooms, and storage areas.
- Maintain uniform cleanliness and refrain from use of strong smelling perfumes or colognes (strong odors detract from taproom experience)
- Other special projects and duties from time to time involved with other aspects of the business!

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- Age: Over 21 only
- Minimum 2+ years of experience in customer service
- Able to work late nights and weekends
- Proven customer service experience
- Passionate about people
- Excellent communication skills
- TIPS certified (preferred)
- Cicerone: Beer Server Certified (preferred)
- Enjoys working with others as part of a team
- Enjoys learning and passionate about craft brewing
- Enthusiasm for Duluth’s growing craft culture and an appreciation of the Lincoln Park Craft District

**PHYSICAL DEMANDS:**

This position requires an individual to work under a large range of circumstances, including shift work, weekend work, working with challenging customers, working in a fast-paced environment of a crowded taproom, working within proximity of an operating brewing hall. Cooks will be required to stand for extended periods of time when fulfilling taproom operations. Cooks will also be required to lift heavy boxes and move full/empty kegs with help of a dolly.

**WORKING ENVIRONMENT**

Our operation values space at a premium, and all Ursa Minor Team members will be constantly working hard to maximize the efficiency of the space we have. Noise level may be high at times and temperatures will vary with the seasons to a degree.

**ADVANCEMENT OPPORTUNITIES**

We believe in building our team members and allowing them to better themselves alongside the company. As skills are improved, initiatives are taken, and standards are exceeded, there is opportunity to advance in your career.

**NOTE:**

THIS JOB DESCRIPTION IN NO WAY STATES OR IMPLIES THAT THESE ARE THE ONLY DUTIES TO BE PERFORMED BY THE EMPLOYEE(S) INCUMBENT IN THIS POSITION. EMPLOYEES WILL BE REQUIRED TO FOLLOW ANY OTHER JOB-RELATED INSTRUCTIONS AND TO PERFORM ANY OTHER JOB-RELATED DUTIES REQUESTED BY ANY PERSON AUTHORIZED TO GIVE INSTRUCTIONS OR ASSIGNMENTS. ALL DUTIES AND RESPONSIBILITIES ARE ESSENTIAL FUNCTIONS AND REQUIREMENTS AND ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES. TO PERFORM THIS JOB SUCCESSFULLY, THE INCUMBENTS WILL POSSESS THE SKILLS, APTITUDES, AND ABILITIES TO PERFORM EACH DUTY PROFICIENTLY. SOME REQUIREMENTS MAY EXCLUDE INDIVIDUALS WHO POSE A DIRECT THREAT TO SIGNIFICANT RISK TO THE HEALTH OR SAFETY TO THEMSELVES OR OTHERS. THE REQUIREMENTS LISTED IN THIS DOCUMENT ARE THE MINIMUM LEVELS OF KNOWLEDGE, SKILLS, OR ABILITIES. THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE, OTHER THAN AN “AT WILL” RELATIONSHIP.