



Ursa Minor Brewing, LLC

Job Title:	Crewmember	Department	Taproom
Reports to:	Taproom Manager/Assistant Taproom Manager	Travel Required:	None
Level/Salary Range:	\$11.41/hr + tips	Position Type:	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 an innovative and authentic variety with an inclusive attitude.

Our company values are:

Enthusiastic Innovation

Embrace Change, Embrace New Ideas, Embrace Tension

Quality

We don't cut corners and ALWAYS make decisions with purpose

Collaboration

It is about the team, not just the individual

People

People are why we do this

Passionate

We truly care about the work we do

Sustainability

We care about the world and want to leave it better than we found it

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 are responsible for making the taproom experience nothing short of exceptional. We are in the business of bringing people together; beer and pizza are simply our tools for doing that. We strongly encourage cross-training between the kitchen and the bar to enhance skill sets, increase flexibility of scheduling, and to fully inform every interaction with guests.

Essential Duties and Responsibilities:

- **Customer Service & Guest Interaction:**
 - Greet and welcome guests warmly upon arrival
 - Answer common questions and direct inquiries to the appropriate departments
 - Effectively communicate with customers to meet their expectations, offering tailored beer recommendations
 - Resolve customer complaints with a solutions-based mindset, ensuring a positive experience for all patrons
 - Provide exceptional service while maintaining professionalism even during high-pressure situations, including proactively offering refills and providing water upon request

- Understand Ursa Minor Brewing's history and what makes us unique, providing guests with a memorable and informative experience
- **Product Knowledge:**
 - Develop a comprehensive understanding of Ursa's product offerings, including beer styles, flavor profiles, pizza ingredients, and limited releases/feature menu items
 - Learn about our non-alcoholic beverage options and be able to recommend products based on preferred taste
 - Demonstrate thorough knowledge of flagship beers, available distribution options, and taproom exclusives
 - Explain differences between similar beers to help guide guests through the menu
 - Understand and communicate allergy-related information and ensure safe interactions with guests with dietary restrictions
- **Food Knowledge & Preparation:**
 - Understand our process of hand-thrown wood-fired pizza preparation and only serve pizzas that are made to our high level of standard
 - Have a basic understanding of ingredient prep, what products are made in house, and who are local vendor partners are
 - Accurately estimate wait times for food orders and communicate these to guests
 - Proactively monitor pizza orders to ensure prompt service when food is ready
- **Team Collaboration & Support:**
 - Actively collaborate with the team, helping coworkers and maintaining a positive atmosphere
 - Willing to assist with various tasks in both front-of-house and back-of-house areas
 - Participate in cross-training to enhance skill sets and promote team flexibility
 - Foster a collaborative environment by actively resolving conflicts amicably and offering constructive feedback to both management and peers, focusing on open communication, mutual respect, and finding mutually beneficial solutions
- **Safety, Cleanliness, and Compliance:**
 - Maintain a safe, clean, and sanitary working environment by adhering to proper cleaning protocols and ServSafe guidelines
 - Ensure cleanliness and organization in all areas, including taproom, kitchen, bar, patio, bathrooms, storage areas, and communal break areas
 - Ability to open and close independently with the use of checklists for weekly/daily cleaning and opening/closing protocol
 - Ensure uniform cleanliness and refrain from wearing strong perfumes or colognes that could distract from the craft beer experience
 - Enjoys our craft beverages responsibly and understands it's a connection point with guests, and our culture is built around appreciation, not overindulgence.
- **Workplace Professionalism & Flexibility:**
 - Embrace our company's values
 - Demonstrate professionalism and a positive attitude at all times, treating coworkers with equal respect and enthusiasm
 - Actively participate in staff meetings and ongoing training sessions
 - Monitor and engage with communication channels (e.g., Slack) to stay informed about updates, beer releases, and inventory before every shift
 - Be adaptable to changes in customer preferences or product availability
 - Arrive on time, prepared, and ready to contribute from the start of each shift

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Age: Over 21 only
- Minimum 2+ years of experience in customer service
- Commits to working a minimum of one shift per week, with flexibility to accommodate additional shifts as needed.
- Demonstrates a willingness to work various shifts, including weekends, evenings, and holidays to meet business needs.
- Proven customer service experience
- Passionate about people
- Excellent communication skills and works well with others as part of a team
- Must be TIPS certified within 2 weeks of hire date
- Cicerone: Beer Server Certified (preferred)
- 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/kitchen, working within proximity of an operating brewing hall. Crewmembers will be required to stand for extended periods of time when fulfilling taproom operations. Crewmembers 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.

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 OR SIGNIFICANT RISK TO THE HEALTH OR SAFETY OF 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.

Employee Name: _____ Date _____

Employee Signature: _____ Date _____