**Shift Supervisor - All East Bay Area Locations**

***This application is specifically for our East Bay Area locations: San Ramon (Bishop Ranch), Walnut Creek, Lafayette, College Ave (Rockridge), and Gilman (Northwest Berkeley).***

**WHAT YOU'LL BE DOING**

Our Shift Supervisors fulfill our mission to better people’s days by developing a strong, supportive team and helping everyone flourish. They motivate and inspire, set the bar for superior service and quality, and create a welcoming environment. Shift Supervisors ensure that our community—team members and customers alike—always have an exceptional Philz experience.

* Play to your team’s strengths by putting the right people in the right places at the right times.
* Develop strong relationships with customers and the local community.
* Always be looking for ways to improve the Philz experience.
* Assess the performance of your team members, including service and drink quality.
* Lead by example and consistently demonstrate what it means to be a great team player.
* Inspire, encourage and engage your team with positive support and excellent communication.
* Hold team members accountable to their scheduled shifts, ensure that called out shifts are covered, and breaks/lunches are given.
* Proactively give feedback to help your team thrive.
* Communicate performance of team members to Store Leaders and other Shift Supervisors to ensure consistency.
* Support promotions and new hires through in-store training.
* Help your Store Leader in executing operations and administrative duties.

Our team members are dedicated to our mission and culture. As part of your day at Philz, you’ll take on and embody the following core values:

**Barista - Berkeley & Oakland**

### **WHAT YOU'LL BE DOING**

At Philz, we’re doing something bigger than coffee. We’re building culture and community. We believe in warmth, authenticity, kindness, positivity and passion. Our barista team delivers that human connection to our customers, creating experiences that better people’s days—one cup at a time.

You'll be active all day with many responsibilities, including making drinks, preparing food orders, working the register, cleaning and stocking. Our mission of bettering days can’t be met alone, so you’ll partner with a communicative, supportive, and respectful team. With everything you do, you’ll have an eye towards creating and delivering an exceptional and memorable customer experience.

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