



JOB DESCRIPTION

Position Title: Cider Garden Host/Server

Date of Hire:

Reports To: Cider Garden Manager/s

FLSA: ☐ Exempt x Non-exempt

Supervises: N/A

Position Summary

The Finnriver Cider Garden is an unusual and dynamic rural space — a winery, food establishment, collaborative working farm and public and private event venue. It is a regionally beloved community gathering space with an earnest mission to celebrate the beauty and bounty of the earth, to reconnect people to the land that sustains us and to grow community. At the Cider Garden, Finnriver seeks to role model principles and practices of community-based enterprise with a heartfelt commitment to care for the place and for the people who work at and patronize our farm business.

We seek Cider Garden host/servers with customer service, beverage, or food industry experience, who will help create a positive, memorable, clean, organized, educational, and exceedingly welcoming environment. Our goal is to promote growing sales of all Finnriver offerings, as well as offering a delightful Finnriver interaction and an inspiring small farm experience overall. The Cider Garden can be a demanding environment, requiring the ability to stay energized, speak up, entertain a crowd, and multi-task effectively while maintaining composure and grace in the presence of customers and co-workers. One essential function of the host role is offering guided cider tastings so we seek folks with an interest in learning and sharing about the production, history and experiences of cider! With the new configurations to follow COVID-19 protocols, we have a variety of shift roles to cover including greeter, table service, bar work, customer service and check out. Self-motivation to tidy, organize and remain occupied on slower days is required as well. Good humor and love of humanity is essential! Shift frequency can vary seasonally.

Essential Functions

Includes the following, along with other duties, responsibilities, and activities may be assigned at any time with or without notice:

- Setting up Cider Garden for daily shifts, offering cider, and wine service to visitors during open hours and conducting thorough clean-up after shifts
- Complete all tasks on all checklists daily
- Offering guided cider tastings so we seek folks with an interest in learning and sharing about the production, history and experiences of cider
- Encourage sales of all Finnriver offerings - promote regular and seasonal promotions and other strategies for increasing sales
- Organize, clean, and stock all relevant stations before and after shifts
- Help maintain cleanliness in and around the Cider Garden, including bathroom, furniture, and landscape, ensuring all Covid-19 protocols are met
- Follow procedures for hygiene, health, and safety in the Cider Garden

- Follow procedures for excellent customer service
- Promote club memberships, and offer stellar service to all club members
- Provide educational opportunities for visitors
- Excell in communicating the Finnriver mission
- Collaborate with kitchen, orchard, attendant, events, and productions crews
- Receive and stock all orders
- Interact consistently with Finnriver communication tools
- Attend staff meetings and crew education seminars (TREE and Crew Lunch)
- Work as support crew or designated lead for group tasting events
- Continue self education on Finnriver, cider history, cider production, and apple varieties
- Maintain scheduling flexibility during special events

Essential Competencies

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- At this time, due to covid prevention public health measures, proof of vaccination may be required for some roles
- Must successfully complete online course for MAST 12 permit and food handling permit
- Must have a device that is compatible with Finnriver's communication tools (can connect to internet or wifi or cell service)
- Comfort with an internet-connected computer, point-of-sale system, and phone
- Create a positive work environment for yourself and fellow crew members:
 - Be adaptable with a spirit of adventure and willingness to work in an evolving environment
 - Arrive on time (or with communication) awake, healthy, sober, and ready to begin the day's tasks
 - Conduct oneself with consideration for other crew members and the public, in terms of language, dress and behavior
- Meet the physical requirements of the job:
 - Able to work full time shifts with stamina and pace to get the job done correctly
 - Able to work in a standing and walking position for the majority of the shift
 - Able to regularly lift and move 30 pounds
 - Able to work both indoors and outdoors
 - Work in close quarters with others while remaining focused on tasks
 - Ability to confidently and kindly work with crowds
- Maintain a friendly, outgoing, welcoming and engaged communication style
 - Excellent verbal communication skills
 - Communicate regularly with owners, managers and crew to maintain open, productive and positive interactions.
 - Make everyone feel welcome
- Commit to learning about our product line and becoming an informed advocate for our cider
- Become educated about our mission and core values

- Promote ecologically sound practices across all activities
- Commit to increasing and upholding equity, inclusion and justice in the workplace
- Able to follow-through and commit to finding beauty in the details
- Willingness to problem-solve independently while also taking direction from Cider Garden managers and owners
- Maturity and capacity for engaging industry professionals such as store buyers, chefs, club members, and the public

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

I have read, understand and am able to perform the essential functions of this position with or without accommodations.

_____	_____	_____
Employee (Print Name)	Employee Signature	Date

Cider Garden Host

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting		✓			
Walking				✓	
Standing					✓
Running	✓				
Bending or twisting			✓		
Squatting or kneeling			✓		
Reaching above shoulder level			✓		
Climbing (e.g. ladders)		✓			
Driving cars, light duty trucks	✓				
Driving heavy duty vehicles	✓				
Repetitive motion of hands/fingers				✓	

Grasping with hand, gripping			✓		
	NA	NE	O	F	C
Lifting/carrying 10-25 pounds			✓		
Lifting/carrying 26-50 pounds			✓		
Lifting/carrying more than 50 pounds	✓				
Pushing/Pulling		✓			
Using Foot Controls	✓				
Work in/exposure to inclement weather			✓		
Work in/exposure to cold water	✓				
Exposure to dust, chemicals or fumes	✓				
Work/live in remote field sites	✓				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	✓				
Swimming, scuba diving	✓				
Work at heights (e.g. towers, poles)	✓				
Exposure to infection, germs or contagious diseases	✓				
Exposure to blood, body fluid, or potentially contaminated materials	✓				
Exposure to needles or sharp implements	✓				
Use of hot equipment (e.g., ovens)			✓		
Exposure to electrical current		✓			
Seeing objects at a distance	✓				
Seeing objects peripherally			✓		
Seeing close work (e.g., typed print)			✓		
Distinguishing colors		✓			
Hearing conversations or sounds					✓

	NA	NE	O	F	C
Hearing via radio or telephone			✓		
Communicating through speech					✓
Communicating by writing/reading			✓		
Distinguishing odors by smell				✓	
Distinguishing tastes				✓	
Exposure to wild/dangerous animals		✓			
Exposure to insect bites or stings		✓			
Work/travel in boat/small aircraft	✓				
Exposure to aggressive/angry people		✓			
Restraining/grappling with people	✓				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

**Are there any other physical or mental requirements of this position
not addressed above?**

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date