

Findlay Market **BIERGARTEN**

Findlay Market Biergarten Associate Position Description

Overview of Findlay Market Biergarten Associate (PT)

The Findlay Market Biergarten is located in the heart of bustling OTR, and serves as a community anchor, pairing good drinks with great people. The Findlay Market Biergarten is a program of the Corporation for Findlay Market (CFFM), a non-profit whose mission is to connect farmers, producers, sellers and customers in a dynamic, diverse public marketplace. Proceeds from the Biergarten allow CFFM to create engaging community events and food entrepreneurship programs, and keep Findlay Market a safe, beautiful and diverse space where all feel welcome.

As a Findlay Market Biergarten Associate, you will contribute to the unique atmosphere of historic Findlay Market by being the friendly face of the Biergarten, providing amazing customer service, acting as a human Alexa or Siri (bonus points if your name is Alexa or Siri) to recommend the best spots in OTR to visitors, all the while serving up delicious local libations. You will have a *major* impact on the way first-time visitors and local patrons experience the Market. This job is for you if you are passionate about shopping local, love interacting with new people, and know how to have a good time.

Findlay Market Biergarten Associate Role Description

As a Findlay Market Biergarten Associate, you are directly responsible for the prompt, efficient, and courteous service of customers at the Findlay Market Biergarten. You eagerly stay abreast of upcoming promotions and events. You take the time to learn about the beers and cocktails on rotation, and can't wait to relay that information to customers. You answer questions, provide helpful tips, and aren't afraid to get your hands dirty when a keg blows or the CO2 tank needs to be replaced. You love Findlay Market and OTR, and can't wait to share all that it has to offer with the next person in line.

You will excel in this role if you:

- Have a Customer-Friendly Attitude
 - Greet customers and provide information about available beverages
 - Answer questions about Findlay Market merchants and products
 - Answer questions about upcoming events and activities at the Market
 - Treat the customer with respect at all times

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- Aren't Afraid to Roll Up Your Sleeves
 - Maintain clean and organized work and storage spaces, including cleaning keg lines
 - Alert Biergarten Coordinator when beverages and supplies are running low
 - Follow proper bar set-up and tear-down procedure
 - Change kegs out as necessary
 - Solve issues on the spot such as maintaining proper carbon dioxide levels, excessive foaming, flat beer, etc.
- Have a Basic Understanding of POS Systems & Can Troubleshoot Simple Technology (or are a quick learner!)
 - Manage beverage transactions
 - Learn Square POS system
- Are Always Happy to Lend A Helping Hand
 - Music at the Market Coordination (help set up music tent, give checks & water to band)
 - Assist Biergarten Coordinator with executing Biergarten programming logistics
- Have a Heart for Our Mission
 - Are able to articulate CFFM's mission and vision to shoppers
 - Encourage customers to learn more about CFFM's programs and initiatives
 - Are genuinely invested in creating community at Findlay Market

Values, Skills, Knowledge and Abilities:

- Person must be self-motivated, dependable, and good with people
- Must be at least 21 years of age with High School diploma or GED
- Provide own transportation to and from work
- Must be able to do physical work and lift 50+ pounds
- Customer service skills required
- Cashier/inventory/retail shop experience preferred
- Demonstrated ability to work in a proactively diverse and inclusive organization
- Must be able to work weekend, weekday and evening hours
- This is a part-time seasonal position, running April-October. The ideal candidate will be able to work a minimum of 10 hours/week.

Application information

- To apply, please fill out this online application: [Findlay Market Biergarten Associate Application](#)
- Please email tklumb@findlaymarket.org or call 513-520-2340 with any questions.