



## **Service Technician/Barista**

Convenience Coffee Ltd. – Bermuda

Full Time inclusive of health benefits

Monday – Friday and some weekend for emergency calls

### *JOB SUMMARY*

Technicians are responsible for ensuring that the best possible customer experience is delivered to the customers of Convenience Coffee Ltd. The Service Technician performs maintenance on various coffee brewing and other café equipment for retail and wholesale customers. This position oversees making sure equipment is running properly to produce quality coffee products.

### *KEY RESPONSIBILITIES*

- Responsible for the maintenance, repair and re-programming of café equipment for all customers including espresso machines, coffee brewers, grinders.
- Knowledge in Coffee Roaster equipment, operation and maintenance is an asset but not mandatory.
- Responsible for the installation of café equipment to all customers in new and current cafes.
- Load and unload equipment either to organize warehouse or to load into the field technician's vehicles.
- Responsible for assisting customers with equipment questions or problems to ensure their complete satisfaction.
- Some Barista training would be an asset and the technician will be required to show customer basic machine functions and operating procedures – (daily cleaning and proper use of machine).
- Responsible for company tool and vehicle maintenance to ensure personal and co-worker safety.
- Take ownership of task assignments in the service department while supporting a dynamic and creative team environment driven by a passion for continuous improvement.
- Must have basic knowledge of Microsoft Office program and QuickBooks as technician will be required to generate service orders, purchase orders for spare parts, and proper equipment service reports.
- Follow the department problem resolution model which includes: Diagnosis, resolution design and development, repair preparation, performing repair, testing, verification and reporting.
- Perform various other duties or projects as assigned by supervisor.
- Report all accidents to immediate supervisor the same day it happens.
- Keep workstation and common areas of the repair shop clean.

### *EDUCATION/QUALIFICATIONS*

- High School Diploma or equivalent
- Must be mechanically inclined.
- Must be able to lift at least 50lbs.
- Requires a flexible schedule to perform duties such as, but not limited to: after-close café preventative maintenance, 24x7 on call support, special event set-up, etc.

**Please apply in writing to: [kelly@coco.bm](mailto:kelly@coco.bm)**

**or by mail: ATTN: Kelly Tucker**

**Convenience Coffee Ltd**

**10 Harvey Road, Paget, Bermuda, PG02**

**Phone 441-236-4700**

***All applicants should include three reference letters from previous employers.***

**Closing date: June 25, 2018**