

Barista Job Description

A comprehensive job description template
for Australian cafe and hospitality businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, cafe type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	4
4. Qualifications and Requirements	5
5. Working Conditions	5
6. Award Information	6
7. Expected Behaviours	6
8. Application Process	7

1. Position Overview

1.1 Position Title

Barista / Coffee Maker / Cafe Attendant

1.2 Position Summary

The Barista is responsible for preparing and serving high-quality coffee beverages using commercial espresso equipment, providing excellent customer service and maintaining a clean, efficient cafe environment. This role combines technical coffee-making skills with customer service excellence to deliver exceptional cafe experiences.

The position requires knowledge of coffee preparation techniques, ability to operate espresso machines and grinders, attention to detail in beverage presentation and a commitment to maintaining high standards of food safety and customer service.

1.3 Reporting Structure

This position reports to:

- Cafe Manager / Owner
- Head Barista / Senior Barista (if applicable)
- Shift Supervisor (during service)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Coffee Preparation

- Prepare espresso-based beverages including espresso, cappuccino, latte, flat white and other specialty drinks
- Operate commercial espresso machines, grinders and other coffee equipment
- Adjust grind settings to maintain optimal espresso extraction
- Texture and steam milk to appropriate temperature and consistency
- Create latte art where appropriate
- Maintain consistency in beverage quality and presentation
- Prepare alternative milk options (soy, almond, oat, etc.)

- Follow recipes and cafe standards for all beverages

2.2 Customer Service

- Greet customers warmly and take orders accurately
- Provide information about coffee offerings, menu items and specials
- Make recommendations based on customer preferences
- Handle dietary requirements and special requests
- Process payments and operate POS system
- Respond to customer queries and complaints professionally
- Create a welcoming cafe atmosphere

2.3 Equipment Maintenance

- Clean and maintain espresso machines throughout service
- Perform regular backflushing and cleaning cycles
- Clean and calibrate grinders
- Monitor equipment performance and report issues
- Keep work area clean and organised
- Follow proper equipment care and maintenance procedures

2.4 Food Service and Preparation

- Prepare and serve food items as required (sandwiches, salads, pastries)
- Follow food safety and hygiene standards
- Ensure proper food storage and temperature control
- Maintain presentation standards for food items
- Replenish food displays and refrigerated cabinets

2.5 Stock Management

- Monitor coffee bean levels and advise when reordering needed
- Check milk and other supplies throughout shift
- Rotate stock following FIFO principles
- Assist with stock takes and inventory checks
- Report wastage and stock issues

2.6 Opening and Closing Duties

- Set up cafe and coffee station for service
- Check equipment is functioning correctly
- Prepare coffee beans and supplies for the day
- Complete end-of-day cleaning and equipment maintenance

- Cash up and reconcile takings
- Secure premises and equipment

2.7 Compliance and Safety

- Follow all food safety and hygiene requirements
- Comply with responsible service of alcohol (RSA) if serving alcohol
- Report hazards, incidents and maintenance issues
- Maintain personal hygiene and grooming standards
- Follow workplace health and safety procedures

3. Required Skills and Attributes

3.1 Essential Skills

Coffee Expertise

Knowledge of coffee varieties, origins and brewing methods. Understanding of espresso extraction principles. Ability to texture milk correctly and consistently. Skills in latte art (preferred).

Attention to Detail

Precision in measurements and timings. Consistency in beverage presentation. Awareness of coffee quality standards and ability to identify and correct issues.

Efficiency and Speed

Ability to work quickly during busy periods without compromising quality. Effective time management. Capacity to manage multiple orders simultaneously.

Customer Service

Friendly and approachable manner. Clear communication skills. Ability to remain calm and professional under pressure. Patience with diverse customers.

3.2 Personal Attributes

- Passion for coffee and commitment to quality
- Professional appearance and personal presentation
- Positive attitude and friendly demeanour
- Reliability and punctuality, especially for early morning shifts
- Flexibility to work varied shifts including weekends and public holidays
- Physical stamina to stand for extended periods
- Ability to work as part of a team
- Willingness to learn and continuously improve skills
- Good numeracy skills for payment processing

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including early mornings, weekends and public holidays
- Basic understanding of food safety and hygiene practices

4.2 Desirable Qualifications

- Barista training certificate or demonstrated coffee-making skills
- Food handling or food safety certificate
- Previous cafe or hospitality experience
- Responsible Service of Alcohol (RSA) certificate if venue serves alcohol
- First aid certificate
- Certificate III in Hospitality or equivalent
- Latte art skills

4.3 Experience

Previous barista experience is preferred but not essential for entry-level positions. Training will be provided to suitable candidates who demonstrate the right attitude, aptitude and passion for coffee. Experienced baristas should be able to demonstrate proficiency with espresso extraction, milk texturing and latte art.

5. Working Conditions

5.1 Hours of Work

- Early morning shifts starting from 5:00-6:00am
- Regular work on weekends and public holidays
- Shift lengths typically range from 4 to 8 hours
- Peak periods during breakfast and lunch service
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Repetitive movements including tamping, steaming milk and pouring
- Lifting and carrying supplies, milk containers and equipment (up to 10-15kg)
- Working in a fast-paced environment during peak periods
- Manual dexterity for precise coffee preparation

5.3 Work Environment

- Indoor cafe environment
- May include outdoor service areas
- Exposure to heat from espresso machines and steam
- Noise from coffee grinders and milk steamers
- Close interaction with customers and team members
- May work in confined spaces behind counter

5.4 Uniform and Presentation

- Uniform or dress code as specified by the cafe (typically provided)
- Neat and tidy personal appearance required
- Closed-toe, non-slip footwear required
- Minimal jewellery and discreet nail polish
- Hair tied back and clean-shaven or neat facial hair
- Apron provided for service

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Restaurant Industry Award 2020 (MA000119). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in cafes, restaurants and similar hospitality businesses. Some cafes may be covered by the Hospitality Industry (General) Award depending on the business type.

6.2 Classification Level

Baristas are generally classified as Food and Beverage Attendants under the award:

- Level 1: Introductory level for baristas with limited experience or in training
- Level 2: Experienced baristas with competency in coffee preparation and service
- Level 3: Senior baristas with supervisory responsibilities, training duties or advanced skills

The specific classification level will be determined based on the duties performed, coffee expertise and the experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning work: May attract allowances depending on start time

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Restaurant Industry Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business and customer information
- Follow all cafe policies and procedures
- Represent the cafe positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide friendly, efficient and professional service to all customers
- Maintain high standards of coffee quality and consistency
- Anticipate customer needs and respond promptly
- Handle complaints calmly and seek resolution
- Maintain product knowledge of coffee offerings and menu items
- Suggest menu items and upsell appropriately

7.3 Quality and Consistency

- Maintain consistent beverage quality throughout service
- Monitor coffee extraction and make adjustments as needed
- Ensure cleanliness and hygiene standards are maintained
- Take pride in coffee presentation and latte art
- Continuously work to improve coffee-making skills

7.4 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with team members
- Share workload fairly across the team
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements
- Share knowledge and help train less experienced staff

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining coffee experience and availability
- Copies of relevant certificates (barista training, RSA, food handling, etc.)
- Contact details for two referees
- Portfolio of latte art (if applicable)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the cafe
- Coffee-making demonstration or paid trial shift to assess practical skills
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____