



Taproom Shift Lead

The Role

As a taproom shift lead at Ignite Brewing Company, you are responsible for leading the taproom team in an enjoyable, high-energy environment. Your role is to be the decision maker for the team during the shift while safely serving high-quality products to a great community of craft beer drinkers and providing guests with an exceptional brand experience at the Ignite Brewing Company taproom.

Duties and Responsibilities

- Positively represent our core values of Curiosity, Community and Craft to guests, the taproom team, and within broader Ignite team.
- Be engaged, actively support, and participate in our mission of Making Beer Make a Difference, including encouraging taproom team involvement.
- Opening and closing the cash drawers for the day.
- Ensure the taproom is ready for guests prior to opening.
- Set up the patio weather permitting, including clearing dirt, debris, and trash.
- Use good judgement in responding to guest complaints and incidents in the taproom.
- Use good judgement determining when to reduce staff during a shift while maintaining an exceptional customer experience.
- Share your love and help educate our guests about craft beer – including being knowledgeable about styles, Ignite offerings, and general beer information.
- Be aware and update taproom personnel of events and releases going on in the taproom.
- Maintain a safe, clean, and sanitary environment in the taproom.
- Willing and able to provide support to back of house / kitchen team to support food preparation for guests if/when needed.
- Participate in staff meetings and ongoing training.
- Perform all the duties of taproom personnel.
- Share feedback with taproom manager and/or general manager for cost control and quality concerns.
- Perform additional tasks as assigned by taproom manager and/or general manager.

Performance Requirements

- Check identification of guests in order to verify age requirements for purchase of alcohol.
- Adhere and ensure team adherence to the safe alcohol serving guidelines and ASK training.
- Provide adequate availability and work a varied schedule, including mornings, evenings and/or weekends.
- Ensure that all opening and closing duties are completed for every shift.
- Accurately close and secure the cash drawer at the end of the day.
- Manage discounts and corrections in the POS system quickly and efficiently.



Qualifications

- High school diploma or equivalent.
- Level II Food Safety Management Certification required once in role.
- Prior experience serving beer and/or bartending a plus.
- Consistently stand for the duration of a shift (up to 10 hours) while also bending, squatting, twisting, reaching, and lifting up to 40 pounds.
- Must be able to work independently or in a team
- Ability to take and pass a background check
- **Must be 21 years of age or older**