

MISSION AND JOB SUMMARY

At Vienna Coffee Company (VCC) our mission is to provide craft coffee that enriches the lives of customers and producers alike by providing an experience grounded in excellence and hospitality. In addition to high-quality coffee and coffee shop products, we also offer espresso equipment and its related support to our customers across East Tennessee.

We are seeking a responsible team member to maintain and upkeep our VCC facilities. The dependability of properly working equipment and the internal/external appearance of our facilities directly reflects our mission. It is important for this member of our team to be careful and thorough in working, cleaning, and tidying the premises, as well as maintaining working equipment across our business segments.

The ideal candidate will be experienced in a facility & grounds maintenance role focused on building upkeep and possess comfort with small equipment repair. They will have physical endurance to cover a large space. A keen eye for detail and diligence are also imperative. Additional responsibilities include support for VCC's customer support maintenance and service of coffee shop related small appliance repair (in house and remote).

JOB RESPONSIBILITIES

- Oversee building and grounds maintenance to include some custodial responsibilities for VCC coffee shop(s)
- Ensure VCC facilities are clean and maintained
- Conduct (or arrange for) and document maintenance and inspections for VCC's systems and equipment (preventative and as needed for issues)
- Create and maintain up-to-date inventory of equipment and parts
- Provide timely & clear written and verbal communications with VCC team members and our customers
- Manage and review service contracts
- Inspect completed work by vendors and contractors
- Proactively recommend maintenance, mechanical, electrical, and facility maintenance needs
- Maintain company fleet of vehicles.

Additional responsibilities include:

- Support Customer Maintenance for onsite and offsite coffee-related equipment maintenance
- Attain technical certification for applicable equipment as needed
- Maintain a clean driving record, with a valid driver's license and car insurance to drive company vehicles
- Assist team in additional tasks as needs or time allows.

JOB REQUIREMENTS

- Familiarity and comfort with small equipment repair
- Knowledge of basic excel and computer functions
- Knowledge of standard cleaning methods and procedures for custodial support
- Ability to stand, walk, and bend for many hours
- Ability to lift heavy objects (50-75 lbs, climb ladders and work at particular heights)
- Experience with using power tools, lawn tools, and cleaning equipment
- Familiarity with basic IT support a plus
- Undergo and pass a background check and approval for VCC vehicle insurance
- Bring a collaborative and cooperative team mindset to work each day
- Represent VCC positively, along with our products and services to our customers and community

Schedule expectations

- Primary hours: Monday through Friday, 8:30am – 4:30pm (standard shift)
- additional availability to rotate on-call coverage for mornings, evenings, and weekends.
 - Fulltime: 30 - 40hrs/wk;

Pay begins at \$18/hour, DOE and certifications. Benefits include free shift drinks, dental insurance, health insurance (fulltime only), 401k matching, and paid time off accrual.

