



Coffee Equipment Technician and Barista Support Representative

Swing's Coffee Roasters is hiring a full-time Coffee Technician to work out of our Alexandria, VA roastery. This is an outbound, at customer site position and works closely within a small sales team to support existing wholesale clients and assist in the growth efforts of our wholesale division. As a Technician for Swing's Coffee, you will be responsible for installing and supporting coffee and espresso equipment in addition to field-based espresso training. Former baristas with a technical background looking to advance their careers in coffee are encouraged to apply!

Swing's Coffee Roasters is an old-school coffee roaster with a progressive approach toward all things coffee. Located in the Washington DC area, Swing's is a wholesale coffee roaster operating retail coffeebars in DC and Alexandria, VA. We are comprised of a dedicated team of coffee professionals who embrace coffee culture and appreciate the path that was forged by others to get us here. Swing's customer base is diverse including, but not limited to Michelin star restaurants, specialty cafes, hotels, bakeries, specialty grocery, and other wholesale accounts. The cornerstone of this position is a love of coffee and hospitality.

Duties and responsibilities for this position include but are not limited to:

- Report to the Team Lead for day-to-day scheduling
- Drive to customer locations to troubleshoot, diagnose, and repair coffee equipment
- Install coffee equipment for new clients
- Conduct on-site barista training sessions at customer locations
- Track and perform preventative maintenance in line with manufacturer recommendations
- Technicians must provide their own tools and maintain a flexible schedule to accommodate customers' equipment emergencies
- Communicate effectively with sales team to facilitate excellent customer service and accurate billing

Qualifications and attributes

- Mechanically inclined
- Must be able to lift up-to 50 pounds
- Active driver's license and reliable transportation
- Solution-oriented approach to troubleshooting and repair
- Appreciation of coffee and espresso
- Ability to work both independently and as part of a team
- Excellent organization and time management skills
- Prior experience recommended but not required

The ideal candidate will possess the following traits:

- Share our passion for coffee
- Desire to learn more about coffee as an industry and a profession
- Prior coffee experience preferred (current/former baristas desiring learn more of the production side of the business encouraged to apply)
- This person must be a team player and have the ability to perform multiple functions throughout the day
- Willingness to work in a small team environment with a positive attitude

This is a great opportunity to be part of a fun and established company! If the job description sounds like a good fit for your skills and personality, please forward a copy of your resume with cover letter for consideration.