



POSITION DESCRIPTION

Title: Café Staff

Reports To: F&B Services Supervisor/Cook

FLSA Classification: Non-Exempt

Approved By: Food & Beverage Services Manager and Human Resources Administrator

Effective Date: February 2018

POSITION SUMMARY

The Café Staff position provides food and beverage services to guests in two cafes (Cosmo Café in the Space Museum and Liberty Bell Café in the Aviation Museum) and Theater Concessions, as well as catering events at various venues across the Evergreen Aviation & Space Museum (EASM) campus. This position requires an effective communicator who can provide outstanding service to internal and external customers by demonstrating respect, courtesy, and empathy.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Greets guests in a welcoming manner and applies outstanding service to all internal and external customers.
- Operates point-of-sale (POS) computer register and is able to process all transactions efficiently by:
 - Entering food and beverage orders per customer request
 - Handles large amounts of cash and credit card transactions accurately and ethically
 - Performs all daily opening, operating, and closing procedures within established guidelines, including reconciling daily deposits, completing paperwork neatly and accurately, and balancing register at end of shift
 - Secures register throughout shift
- Prepares food orders by gathering and handling food, drink bottles, and fountain cups for delivery to customers.
- Performs cleaning duties, such as cleaning tables, operating a dish washing machine, dumping garbage, etc.
- Performs food and beverage services at catering events when needed.
- Provides accurate and helpful responses to guest questions by staying informed on EASM discounts, coupons, promotions, and events.
- Responds calmly and professionally to guest concerns and complaints by taking corrective actions by policy or procedure or to refer them to supervisor when needed.
- Adheres to all EASM policies and procedures.
- Demonstrates proven critical thinking and problem solving skills.
- Communicates effectively with guests, docents, admissions, and other staff, as well as campus management and VIP visitors.
- Maintains the highest standards of safety possible while providing a safe, fun, and clean environment.
- Performs other duties as assigned by supervisors.

QUALIFICATIONS

- A high school diploma or GED is preferred.
- Three (3) months of food & beverage service, cashiering, cash handling, and/or customer service experience is required.
- Current or ability to earn an Oregon Food Handler Card within thirty (30) days of hire is required.
- Ability to obtain an Oregon Liquor Control Commission (OLCC) card within thirty (30) days of hire is required.
- Any combination of experience and education will be considered in lieu of meeting exact qualifications.

KNOWLEDGE, SKILLS, AND ABILITIES

- Outstanding customer service focus in interacting with internal and external customers during the course of performing in the position.
- Experience in or ability to learn food preparation and beverage service.
- Experience in or ability to cashier on a point-of-sale computer register making cash and credit transactions.
- Ability to follow and make correct decisions within established procedures, especially regarding cash handling and credit card transactions.
- Ability to perform duties with and without supervision.
- Ability to perform a variety of tasks concurrently in a demanding environment.
- Demonstrates confidentiality and trustworthiness in dealing with various situations.
- Good analytical thought process, including problem solving and decision-making skills and abilities.
- Good interpersonal and communication skills, in person, in writing, and over the phone.
- Demonstrated responsibility for accuracy and timeliness for work performed.
- Ability to work a variable schedule, including nights, holidays, weekends, and possible overtime when needed.

PHYSICAL DEMANDS

- Often works on a point-of-sale computer and register, including reading/viewing from a monitor
- Constantly uses hands for grasping and holding objects that are necessary for performing in your position (for example: mouse, phone, pen/pencil for writing, files, clipboard, etc.).
- Often performs tasks stationary and/or seated at an office desk or workstation.
- Constantly performs physical activity that requires walking and/or standing.
- Often performs physical activity that requires climbing and/or twisting.
- Often performs physical activity that requires bending, stooping, reaching, and kneeling.
- Often performs physical activity that requires pushing, pulling, lifting, and/or carrying up to 100 pounds in place or across a distance with or without supportive devices.
- Rarely drives or travels by car and never travels out-of-area or overnight for work-related reasons.
- Sometimes exposed to a variety of cleaning chemicals and in and around dust, fumes, and odors.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.