

Job Description  
Cafe Supervisor



THE RALPH C. WILSON, JR.  
CHILDREN'S MUSEUM

POSITION REPORTS TO  
Director of Visitor Experience

### POSITION SUMMARY

The responsibilities of a café supervisor include, but are not limited to, working closely in a supervisory role with staff members, overseeing scheduling, monitoring productivity, and providing feedback to ensure that staff are providing the best experience possible to customers. Additionally, a café supervisor must monitor budgets, including expenses, sales, and profit margins. They also track and maintain inventory to ensure that supplies are available as needed.

A successful café supervisor will have experience working in various roles within a cafe and dining room setting and be available to work flexible shifts including weekends, some evenings, and some non-major holidays. The goal of the café supervisor is to provide quality food and establish a loyal customer base to make the café a great customer experience.

Explore & More-The Ralph C. Wilson, Jr. Children's Museum has as its mission to provide best-in-class play experiences where all children, families and the community can explore, learn, and develop together. Explore & More fosters and supports its commitment to equity, diversity, and inclusion.

### **Duties and Responsibilities**

- Recruit, hire, train, and supervise café staff, oversee scheduling of staff members and be able to quickly find replacements in the event of a staff member being sick or absent
- Ensure Kitchen, café and personal appearance of all associates is always clean and professional
- Monitor budgets to ensure that the café remains profitable. Actively find ways to lower operational costs while expanding the café customer base
- Monitor and maintain inventory by tracking weekly reports, ordering supplies to meet customer requirements, utilizing proper rotation procedures, and maximizing profits
- Work closely with customers to answer questions and listen to complaints regarding food quality and customer service before investigating and working to resolve those complaints promptly
- Listen to customer preferences and make suggestions for menu items
- Supervise employees to prepare daily food items in cafe
- Train staff on merchandising techniques and maintain cleanliness standards
- Develop and implement merchandising plans
- Confer with food prep vendors and other employees to plan menus.

- Interact with customers in a friendly and courteous way to keep customers coming back
- Keep track of food standards, costs, safety, reduce department shrink and wasted product
- Rally the team during heavy shifts, resolving conflicts and getting the job done
- Willing to assist with other work-related tasks upon request
- Must stay up to date and maintain NYS and Erie County Health and Sanitary Codes for Food Service Establishments
- Maintain required licenses and permits to operate a Food Services Establishment

### **Skills**

- Strong work ethic and skills
- Excellent written and verbal communication; people skills
- Leadership experience, problem solving and conflict resolution
- Current knowledge of proper food handling and sanitation procedures
- Passion to work with food and enjoy working in a challenging environment
- Organized and attention to detail
- Inventory management
- Cash handling procedures
- Food service equipment and maintenance requirements

### **Education / Experience**

High school diploma or equivalent required. Previous café or deli experience required. Associates Degree or greater in Hospitality, Culinary, Food Service Management, Restaurant Management preferred. Working knowledge of DOL, FDA, DOH laws and regulations relating to position.

### **Certifications / Licenses**

- Food Handler or Serve Safe Certificate, Food Safety Manager (CFM) Certification
- First Aid, CPR, AED-Preferred

### **Physical Requirements**

- Must be able to stay in a stationary position or move regularly
- Must be able to frequently communicate, grasp, push, reach, stoop/kneel/crouch, and use repetitive wrist/hand/finger movement
- Must be able to regularly operate mechanical equipment
- Must have clarity of vision, three-dimensional vision, precise hand-eye coordination, and ability to identify and distinguish colors
- May be required to lift to 50 pounds and push/pull up to 95 pounds

- Work in varied temperature-controlled environments (refrigerator, freezer, and hot food preparation)