

Job Description  
Cafe Associate



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

POSITION REPORTS TO  
Director of Visitor Experience

POSITION SUMMARY

The responsibilities of a café associate include, but are not limited to, working closely with café supervisor and staff members. Providing feedback to ensure that guests are receiving the best experience possible. Additionally, a café associate may assist the supervisor with budgets, including expenses, sales, and profit margins. They also track and maintain inventory to ensure that supplies are available as needed.

A successful café associate 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 associate is to provide quality food and 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**

- Always maintain a high standard of service and customer care with a friendly and polite attitude
- Ensure Kitchen and café is always clean and maintained at professional standards and safety
- Monitor and maintain inventory by tracking weekly reports, ordering supplies to meet customer requirements, utilizing proper rotation procedures, and maximizing profits
- Refer customer questions or complaints regarding food quality and/or customer service to café supervisor for prompt resolution
- Prepare and stock daily food items
- Maintain and log temperature control, verify product expiration dates, and disposing of lesser-quality or expired products
- Keep track of food standards, costs, and reduce wasted product
- Work as a team during heavy shifts, resolving conflicts and getting the job done
- Willing to assist with other work-related tasks upon request
- Must maintain café to NYS and Erie County Health and Sanitary Codes for Food Service Establishments

## **Skills**

- Strong work ethic and skills
- Excellent written and verbal communication; people skills
- Ability to work well in a busy environment and keep calm under pressure
- 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 and credit card handling procedures
- POS and computer proficiency
- Food service equipment and maintenance requirements

## **Education / Experience**

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

## **Certifications / Licenses**

- Food Handler or Serve Safe Certificate - Required
- 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)