

Job Title: Café Associate  
FLSA: Part-Time - \$10.00/hrly  
Hours: Weekdays & Weekends required. Some evenings and holidays

“We instill passionate curiosity and deeper understanding of the world around us.” That is our vision at the Grand Rapids Public Museum. It permeates everything we do. At the Museum, you’ll help inspire that curiosity by enabling our teams to push the limits and create never-before-seen, one-of-a-kind experiences!

Our Hospitality team is responsible for providing a fun, informative, safe, and courteous environment. Our team takes delight in ensuring that the spirit of curiosity shines through for all of our guests who come to enjoy our exhibits and events, enabling guest satisfaction and financial success.

### **Responsibilities**

In this role, you will be responsible for cafe sales and guest experiences. You will be a member of a team that fosters a spirit of performance excellence with a focus on providing great experiences for Museum guests. You will also be responsible for the daily operation of the Café.

### **Basic Qualifications**

- Follow operating procedures established by the Café Manager
- Open and close café
- Greet guests and prepare food orders quickly and efficiently
- Operate cash register and balance cash bag
- Maintain clean work areas, equipment and dining room
- Adhere to and enforce all Museum policies, procedures, and guiding principles with a strong emphasis on professional behavior and the treatment of others with dignity and respect
- Embrace the fact that we are a non-profit institution that serves the public
- Exhibit strong moral and ethical values

### **Skills and Experience**

- Working knowledge of food service industry with strong customer service abilities
- Demonstrated problem solving and decision making skills
- Proven ability to function in a team environment
- Three years experience in the food service industry, or an equivalent combination of training and experience

**Education:** High School diploma or equivalent

**Physical Demands:** May require lifting boxes that weigh up to 45 lbs. and climbing a ladder

**Work Environment:** Professional, creative setting with friendly public interaction.

