

**Job Title:** Café Associate  
**FLSA:** Part-time, non-exempt  
**Hours:** Weekdays & weekends required. Some evenings and holidays.

The Grand Rapids Public Museum (GRPM) is a place of never-ending learning and discovery, with programs and exhibits focusing on history, science and culture. The Museum is open daily to visitors, and hosts after-hours public events and programs, as well as private events. The GRPM works to create positive visitor experiences through engaging exhibits and programs, and a safe, clean, welcoming space. The employee culture of the GRPM is one of teamwork, excitement and learning.

### **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 service for Museum guests. You will also be responsible for the daily operations 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

