

## Position Description

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Title: **Guest Services Associate – Rimrock Café**

Division: Guest Services

Classification: Hourly Part-time. 11am-2pm, 3-4 days/week

Reports To: Café Manager

Supervises: N/A

### *High Desert Museum – Organization Description*

The High Desert Museum is a non-profit organization focused on the biotic and cultural elements of the High Desert region of the Western United States. Located near Bend, Oregon, on the edge of the beautiful Deschutes National Forest, the Museum melds the natural history of diverse habitat types with human history of the environment into a unique blend of indoor and outdoor exhibits, living history and both living and historic collections.

### *Job Summary - Guest Services Associate – Rimrock Café*

The Café Associate is responsible for greeting customers in the cafe, cooking food based on orders, cashiering, helping bus tables, some dishwashing, receiving and checking in product, and cleaning as needed in accordance with all Health & Safety Standards.

### *Qualifications*

- Previous experience working cash register.
- Strong verbal communication skills.
- Ability to project a welcoming, cheerful attitude.
- Food handler's license.
- Excellent customer service skills.
- Ability to work effectively with a diverse group of staff and volunteers.
- Ability to work flexible hours and days including weekends.
- Ability to stand for long periods and lift up to 40 pounds.

### *Responsibilities and Tasks*

1. Perform daily café cashiering insuring security of cash throughout each business day.
2. Prepare and cook food based on menu selection and daily specials.
3. Receive and check in product as necessary.
4. Comply with all Museum policies, procedures and safety regulations including strict adherence to all Health & Safety Standards.
5. Perform other tasks and duties as assigned by the President
6. Take visitors' food orders using the highest quality customer service including cross promotion of museum events and programs.
7. Relay visitor comments, suggestions and requests to appropriate staff. Answer general museum questions as able, relaying others to appropriate staff or volunteers.
8. Assist with bussing the tables, dishwashing and keeping the café clean and stocked.
9. Waive meal period where you will not be relieved of all duty. However, you will be provided a reasonable opportunity to consume food during any work shift of six hours or longer while continuing to work during which you will be paid for this time.

10. Perform other related duties as required.

Please send resume and cover letter to the High Desert Museum, attention Shannon Campbell.

[scampbell@highdesertmuseum.org](mailto:scampbell@highdesertmuseum.org)

<http://highdesertmuseum.org/job-opportunities>