

Position Description

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

Division: Guest Services

Classification: On Call - Hourly Non-Exempt

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 historical collections.

Job Summary – Café Associate

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. Must be able to work 8:30am-3:30pm on Saturdays. There may be an option to pick up extra shifts and potential for more hours during the summer season.

Qualifications

The successful candidate will demonstrate a commitment to excellence, customer service, integrity and teamwork. Other qualifications will include:

- 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. Provide incredible customer service at every point of contact
2. Perform daily café cashiering insuring security of cash throughout each business day
3. Prepare and cook food based on menu selection and daily specials
4. Receive and check in product as necessary
5. Follow proper food handling procedures, possess basic knowledge in the use and maintenance of various kitchen operations including but not limited to: grill, oven, microwave, etc.
6. Comply with all Museum policies, procedures and safety regulations including strict adherence to all Health & Safety Standards
7. Take visitors' food orders using the highest quality customer service including cross promotion of museum events and programs

8. Relay visitor comments, suggestions and requests to appropriate staff. Answer general museum questions as able, relaying others to appropriate staff or volunteers
9. Assist with bussing the tables, dishwashing and keeping the café clean and stocked
10. Properly store food at the end of the day in designated containers and storage areas to prevent spoilage, portion and wrap the food, or place it directly on plates for service to patrons
11. Support closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas, returning equipment to proper locations, restocking items, turning off lights, locking doors, and completing daily cleaning checklist
12. 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.
13. Perform other tasks and duties as assigned.

The successful applicant will be an outgoing, friendly, team player and must be detailed-oriented while handling multiple projects and deadlines. They must have a high degree of energy and enthusiasm for a visitor-service oriented organization.

Please send resume and cover letter to the High Desert Museum,
attention Christina Morales.

jobs@highdesertmuseum.org

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

The High Desert Museum is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Mission

To explore the High Desert's unique landscape, cultures, wildlife, history and arts, connecting our visitors to the past and helping them discover their role in the present and responsibility to the future.