



# Job Description

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## POSITION

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JOB TITLE:	Café Manager	DIRECT SUPPORTS:	CFO
DEPARTMENT:	Café	DIRECTLY SUPPORTS:	Café Leads and Café Associates
CLASSIFICATION:	Salaried, regular full-time exempt	SALARY RANGE:	\$53,575 - \$66,969 per year DOE

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## JOB SUMMARY

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At the Rim Rock Café, we believe that great food and warm hospitality are as much a part of the experience as the natural surroundings and the stories our Museum tells. We're here to nourish our guests—body and soul—while reflecting the creativity, history, and community spirit that define our space. Every plate we serve and every smile we share is part of a larger mission: to make every visit memorable.

The Café Manager is the heartbeat of our daily operations, leading a dedicated team, crafting recipes that delight, and ensuring every guest leaves feeling welcomed and cared for. The Café Manager sets the tone for excellence in service, upholds the highest standards of cleanliness and safety, and works closely with Museum departments to create a seamless, enriching visitor experience.

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## ESSENTIAL FUNCTIONS (in order of priority with the percentage of time spent on each)

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- 60%      **Departmental Oversight**
- *Maintains and executes the vision of the café that is inspired by and part of the High Desert Museum*
  - *Ensure every customer interaction reflects warmth, attentiveness, and professionalism*
  - *Assists in preparing and managing annual department budgets*
  - *Ensures that external customers and vendors are aware of the essential need to respect the Museum facilities, exhibits, collections, staff, and wildlife*
  - *Develops a winter and summer menu that ensures cost-effective budget planning and logistical stability for staffing*
  - *Manages beverage program to include selection, inventory management and staff training.*
  - *Coordinates with Finance Department and the People and Culture Coach in hiring decisions*
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- Oversees department scheduling and monitors/approves employee paid time off and timesheets
- Supports the Event Coordinator and other departments in planning and coordination of Museum internal and external events, including member openings, programs, lectures, and other gatherings
- Ensures that staff have current OLCC Server Permits and Food Handlers cards
- Trains staff to follow safe food handling practices in compliance with the Deschutes County Environmental Health Department

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35% **Supervision**

- Lead, inspire, and mentor a team of café staff, fostering a culture of respect, collaboration, and accountability
- Oversee daily café operations, to include opening and closing manager duties
- Provides support to the café team with daily operations, to include cashiering, daily food preparation, preparing/cooking customer orders, dining room maintenance, and general cleaning duties
- Provides support for events with food preparation, delivery and presentation benefiting the Museum
- Trains new employees, and provides ongoing training for all café staff

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5% **Additional Duties**

- Contribute to and support the Museum's accreditation processes
- Assist with museum-wide events, such as Free Days, fundraising gala, etc.
- Other duties as assigned

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## QUALIFICATIONS

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EDUCATION/  
CERTIFICATIONS

- High School Diploma or GED
- Bachelor's Degree preferred
- Current OLCC & Food Handler certification or willingness and ability to obtain
- ServSafe certification preferred

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EXPERIENCE

- 5 years of proven kitchen leadership experience in food service or hospitality, with a track record of building strong, motivated teams

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SKILLS/  
ABILITIES

- A passion for delivering exceptional customer service in a fast-paced environment
  - Leads respectfully, supports and mentors team members, and empowers them to grow and succeed
  - Creativity and skill in recipe development, menu planning, and presentation
  - Strong organizational skills and attention to detail, especially in cleanliness and safety compliance
  - Ability to collaborate effectively with cross-functional teams and adapt to changing needs
  - Knowledge of food safety regulations and best practices.
  - Proficiency in Microsoft Outlook, Excel, and Word
  - Ability to work flexible hours, including evenings, weekends, and holidays
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PHYSICAL  
ELEMENTS

- Ability to stand for long periods and lift to 40 pounds

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EQUIPMENT  
USE

- Frequent computer and phone use
- Use of commercial restaurant equipment and catering supplies

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ACKNOWLEDGMENT

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I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

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Employee Name

Signature

Date

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