

Job Description

Date Opened:	November 1, 2013
Date Updated:	July 3, 2023
Title:	Café Associate
Reporting to:	Café Manager
Full/Part time	
Exempt/Non-Exempt	Non-Exempt

Description

The Café Associate is responsible for maximizing café sales and revenue using the cafe software, in addition to delivering excellent customer service in the cafe. As the primary eatery for Discovery Park of America, it is vital that the Cafe Associate is both energetic and engaging, displays a strong ability to multitask, and can focus during all interactions. The Café associate is responsible for preparing orders correctly and in a timely manner.

Duties and Responsibilities

- Engages customers with energy, positivity, and enthusiasm, answering customer questions and directing them all too appropriate locations.
- Clearly demonstrate and communicate a strong knowledge of Discovery Park of America's mission, pricing, policies and procedures, etc.
- Remain highly engaged and deliver exceptional customer service in resolving customer conflicts and complaints.
- Ability to work well under time pressure.
- Ability to memorize Café menu items.
- Efficiently use the Thrive computer system.
- Efficiently use dishwasher, grill, and fryer.
- Assist in the daily upkeep of the Cafe as well as the kitchen upon closing such as mopping, sweeping, washing dishes, and keeping work area stocked and prepped.
- Attention to cleanliness and safety
- Handle cash and credit card payments
- Other duties as assigned.
- Duties are subject to change at any time.

Qualifications

- Applicants must be 16+ years of age for part time positions available
- Applicants must be 18+ years of age for full time positions available
- High School diploma (active/graduate)
- Weekends and some evenings are required
- Previous customer service and restaurant experience as well as prior cash handling preferred

- Computerized ticketing experience preferred
- Knowledge, skills, and abilities necessary to perform essential function
- Demonstrate a strong work ethic with an innate sense of urgency and tenacity
- Possess the ability to multitask, problem solve, and learn quickly to efficiently handle and succeed in rapidly changing business conditions
- Job requires employee to function in a fast-paced, high volume environment with large crowds. The employee is regularly required to stand for long periods of time, climb up/down stool steps, stoop, kneel, crouch or sit and must lift and/or move up to 35 pounds.

Key Skill Areas

- Uphold Core Values and Our Mission: Excellence, Performance, and Accountability. These core values set the tone in everything we do, help us succeed, make a difference in the community and provide the best guest experience at Discovery Park of America. It is important that the person in the position commits themselves to these core value and our mission so that we can constantly move forward in the same direction together
- Exceptional communication, interpersonal and organizational skills with focus on delivering exceptional customer service

Additionally, the successful candidate will demonstrate a positive attitude, a willingness to learn, a proven commitment to DPA and a strong desire to succeed.

To apply fill out the job application on our website and email your resume to jobs@discoveryparkofamerica.com, fax to (731) 885-7276 or drop off at the Discovery Park ticket window.