



EXCELSIOR SPRINGS

Parks · Recreation · Community Center

Job Title:	Wellness Café Server	Job Category:	Fitness
Department/Group:	ESPRCC	Supervisor:	Wellness Café Manager
Location:	ES Community Center	Date Closing	Open until filled
Level/Salary Range:	A Starting at \$12.36/hour	Position Type:	Part-time

Wellness Café Servers take orders, prepare and serve food and beverages to patrons at the café. Wellness Café Servers are responsible for cleaning the café and lounge areas, stocking supplies and ingredients, following safety and sanitation procedures, handling money, taking orders, preparing/serving food and beverages, and communicating with customers to resolve complaints or ensure satisfaction.

ESSENTIAL JOB FUNCTIONS:

1. Follow and comply with ESCC and Wellness Café Policies and Procedures.
2. Provide immediate, courteous and efficient customer service to customers, team members and staff to ensure satisfaction and a positive experience.
3. Assist customers with product and nutritional information.
4. Maintain a clean, safe, and inviting environment following all required safety and sanitation measures.
5. Ensure an appealing display by keeping cases, storage containers and baskets clean and well stocked.
6. Ensure that the café is maintained according to sanitation and cleaning standards.
7. Must follow all cash handling policies and procedures.
8. Perform opening/closing duties.
9. Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Must be at least 15 years of age.
2. Obtain a Food Handler's Permit through Clay County Department of Health within 30 days of employment.
3. Able to read and follow recipes and handwritten instructions.
4. Basic math skills for handling payments.

PREFERRED SKILLS:

1. Strong customer service skills.
2. Ability to follow written and verbal instructions.
3. Must be able to reflect a positive image and attitude.
4. Possess effective time management skills.
5. Highly organized, detail oriented, and self-motivated.
6. Must have good communication skills, a positive attitude and quality customer service expertise.
7. Strong computer skills and the ability to adapt to new software.
8. Able to make independent and sound decisions in a fast-paced environment.
9. Ability to establish and maintain effective working relations with coworkers and the public.



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10. Ability to make work-related decisions in accordance with department policies and regulations with a minimum of supervision.
11. Ability to establish good working relationships with public, subordinates and supervisors.
12. Ability to maintain self-control and composure and set a professional example for the staff and participants.
13. Ability to demonstrate a strong commitment to patron services.
14. This work is typically performed while intermittently sitting, standing, stooping, walking, bending, or crouching. Must be able to complete pre-employment physical skills at any point during employment.
15. Ability to work nights and weekends with irregular work hours.
16. Exposure to communicable diseases and bodily fluids.
17. Position may require bending, leaning, kneeling, and walking.
18. Knowledge in all aspects of job and department operations; maintains high quality of work; follows health and safety guidelines.
19. Positive Attitude -Demonstrates superior customer service; treats other employees and citizens with kindness; promotes goodwill; solves conflict with tact.
20. Constant Development -Continually looking for areas to improve upon; decisive and adaptive; supports new ideas; a driver for change. Innovative.
21. The physical demands described here are representative of those that must be met by an associate to perform the essential functions of this job.
22. While performing the duties of this position, the associate is regularly required to stand, walk, and communicate with members, program participants, guests, vendors and associates. Reaching above shoulder heights, below the waist or lifting as required to store materials, and other duties throughout the workday.
23. The associate may occasionally lift and/or move up to 50 pounds. Proper lifting techniques required.

ADDITIONAL NOTES:

This position description has been prepared to assist in defining job responsibilities, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The Director retains and reserves any or all rights to change, modify, amend, and or delete, any section of this document as it deems, in its judgment, to be proper.