



Café/Gift Shop Manager

Department: Café/Gift Shop
FLSA Status: Full-Time, Hourly, Non-Exempt

Position Summary:

Responsible for managing all aspects of the retail side of Sci-Port, demonstrating trustworthiness and attention to detail. This position must serve as a positive role model for staff and customers, ensuring a customer pleasing environment. Also imperative is meeting strategic goals and sales targets by maximizing sales and controlling expenses.

Essential Functions:

- Be able to describe and communicate Sci-Port Discovery Center's commitment to a unique learning experience. Promote and champion the mission statement and image at work as well as away from the Center.
- Project a professional, positive image to all visitors and vendors.
- Keep apprised of Sci-Port calendar for daily visitors in order to schedule staff appropriately.
- Cooperate with all staff and volunteers and vendors.
- Promote and perform effective customer service.
- Demonstrate products and communicate their educational and entertaining functions to encourage interest and sales.
- Interact effectively patrons of all ages.
- Knowledgeable of all discovery areas and their functions
- Keep store/café and displays neat, straight, and clean throughout the day.
- Maintain a professional attitude.
- Proficient operation of cash register, including opening and closing procedures and cash handling procedures.
- Café duties include food preparation, cleaning, ordering and stocking.
- Must ensure café/gift shop is cleaned at the end of every operational shift.
- Must perform correct and timely inventory ordering and reporting.
- Must maintain positive vendor communication and relationships.
- Research and implement menu planning and competitive pricing

Non-Essential Functions:

- Other duties as required.

Mental Skills and Abilities:

- *Math* - Ability to add, subtract, multiply and divide; to use practical application of fractions, percentages, and statistics.
- *Reading* - Ability to read and understand technical journals, manuals, reference books, and financial reports.
- *Writing* - Ability to write business letters, and reports using proper format and conforming to rules of punctuation, grammar, diction and style.
- *Speaking* - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussions using clear and distinct speaking voice with appropriate pauses and emphasis, correct pronunciation, and variation in word order.

Education/Training:

- High school diploma or equivalent.
- Food service experience is a plus

Experience/Skills:

- Ability to provide **excellent** customer service
- Ability to work well with others
- Ability to operate cash register and computer
- Ability to work a flexible schedule, including weekends.

Physical Demands:

- *Medium Work* - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull, or otherwise move objects.
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Fingering* - Picking, pinching, or otherwise working with fingers.
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.

- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by the buttocks and thighs.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.

Other Requirements:

- *Travel* – may require occasional travel.
- Valid State Driver's License.

Supervision/Contacts:

- Immediate supervision from Assistant Director and/or Executive Director.
- Daily contact with Center employees and management.
- Daily contact with visitors; occasional contact with outside vendors.

Café/Gift Sales Manager

I certify that I have reviewed and understand all of the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities, requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.

Signature

Date