

**Hermann Park Conservancy
Job Description**

JOB TITLE: Pinewood Cafe Assistant Manager Internship
REPORTS TO: Director, Visitor Services
DEPARTMENT: Visitor Services
FLSA STATUS: 6 month internship

OVERVIEW: The Pinewood Cafe team must consistently maintain high levels of customer service and culinary standards in an amusement park setting. The team is responsible for the safe and efficient operations of Pinewood Cafe at Hermann Park. The Cafe Assistant Manager Intern is responsible for the successful operation of Pinewood Cafe. He/she trains, manages, and oversees the cafe staff to ensure Park visitors receive the highest level of customer service possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages, trains, and motivates the cafe team to meet and exceed organization
- Assists cafe management to develop and implement cafe policies and procedures; ensures staff meets and exceeds expectations through training and recognition
- Maximizes customer service opportunities by stepping in to perform cashier, cooking, food preparation, and cleaning duties as needed
- Responsible for keeping cafe area clean, neat and orderly and adheres to all health department rules and regulations; utilize work order management system to communicate maintenance needs
- Manages cash operations through daily cash receipt reconciliation, drawer and safe audits and preparation of daily deposits
- Accurately executes alcohol inventory procedures
- Manages personal time to insure all duties and responsibilities are completed on a timely basis.
- Provide outstanding customer service by treating every visitor as a guest; recognize guests with a warm greeting, smile, and eye contact; show appreciation by thanking every customer and inviting them back.
- Other duties as assigned

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Answer guests' questions, and provide information on Conservancy and Park programs and events
- Assist guests by providing information and resolving their complaints
- Respond to emergency situations effectively and report any issues and accidents to management in a timely manner.
- Monitor and report unsafe conditions to management promptly.

SUPERVISORY RESPONSIBILITIES:

This position supervises full and part-time staff

- Supervises and motivates staff
- Train, direct and appraise staff.
- Manage daily schedule and make adjustments based on weather and business conditions
- Issues written and oral instructions; assigns duties and examines work for exactness, neatness, and conformance to policies and procedures; Maintain accurate documentation of oral communications with staff

COMPETENCIES - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Intellectual

1. Problem Solving

Identifies and resolves problems in a timely manner; Uses reason even when dealing with emotional topics; involve team members in decision making process and accurately communicate resolutions

2. Technical Skills

Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others; Attend professional development seminars

Interpersonal

1. Customer Service

Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments

2. Interpersonal

Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things

3. Oral Communication

Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions

4. Team Work

Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members

Leadership

1. Delegation

Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities; Provides recognition for results

2. Leadership

Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Gives appropriate recognition to others
Displays passion and optimism

3. Managing People

Takes responsibility for subordinates' activities; Makes self available to staff; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; continually works to improve supervisory skills

4. Quality Management

Looks for ways to improve and promote quality; Demonstrates accuracy, thoroughness, and time management skills

Organization

1. Business Acumen

Understands business implications of decisions; Displays orientation to profitability; Aligns work with strategic goals

2. Cost Consciousness

Works within approved budget; Suggests and implements cost saving measures; Conserves organizational resources

3. Ethics

Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values

4. Organizational Support

Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values

Self-Management

1. Adaptability

Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events

2. Attendance/Punctuality

Is consistently at work and on time; Ensures work responsibilities are covered when absent

3. Dependability

Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments
Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan

4. Initiative

Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed

5. Innovation

Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention

6. Judgment

Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions

7. Motivation

Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals

8. Professionalism

Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments

9. Quality

Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

10. Quantity

Meets productivity standards; Completes work in timely manner; Strives to increase productivity

11. Safety and Security

Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly

Language, Math and Reasoning

- Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals. Ability to speak effectively in one on one situations, and before groups of customers or employees of the organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurements, volume and distance.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

EDUCATION, EXPERIENCE, and TRAINING:

- Minimum 3 years of experience managing a similar food service operations.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Texas Food Service Manager Certification Required
- TABC Safe Serve Certification Required

COMPUTER SKILLS:

- Excellent computer skills in a Microsoft Windows and Office environment
- Must be able to operate a touch screen POS terminal

PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle or feel, reach with hands and arms, and talk and hear.
- While performing the duties of this job, the employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

VISION REQUIREMENTS

- Close vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
- Depth perception (three dimensional vision, ability to judge distances and spatial relationships).

WORK ENVIRONMENT - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee is regularly exposed to wet or humid conditions; works near moving mechanical parts; exposed to fumes and airborne particles; and exposed to outdoor weather conditions.
- While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals; and the risk of electrical shock
- This position works in an environment with moderate noise level

Note: Nothing in this job specification restricts management's right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

How to apply:

Send cover letter, resume, by email, fax, or mail to:

Director Visitor Services
Hermann Park Conservancy
1700 Hermann Dr.
Houston, TX 77004
713.524.5887 fax
employment@hermannpark.org
www.hermannpark.org