

Anticipated Start Date: 1/1/12

THE SALVATION ARMY
Ray and Joan Kroc Corps Community Center
St. Joseph County, IN



JOB DESCRIPTION

Position: Kroc Café Cashier
Reports To: Food Service Manager
Classification: Part Time/ Hourly

Hours

Must be available to work varying hours between 6am-10pm, able to work weeknights, weekends and holidays as needed.

Job Summary:

The Kroc Café Cashier is responsible for providing exceptional customer service experiences. Responsibilities include selling food service products through the Point of Sale (POS) system and keeping café properly stocked with products.

I. Specific Functions:

1. Wait on customers, clients and members while complying with established procedures and provide great customer service to the RJKCCC community by ensuring that all customers, clients and members are given prompt and courteous service.
2. Maintain progressive knowledge of all products offered in the Kroc Café.
3. Maintain proper stock level of food and beverage products in the Kroc Café.
4. Receive and enter customer food orders from the Kroc Café Menu.
5. Be responsible for maintaining the orderliness and cleanliness of the POS stations and kiosks. Keep the Kroc Café clean and neatly arranged at all times and assist in maintaining cleanliness and neat appearance of public seating areas outside of the Kroc Café.
6. Assist with daily reconciliations, deposits, and reports as needed, and attend staff meetings as assigned.
7. Adhere to RJKCCC operations as well as all policy procedures as adopted by Administration while observing and enforcing all safety rules and regulations.
8. Comply with and meet The Salvation Army, Federal, State and Local policies and standards. Comply with safety and food/utensil handling procedures and regulations.
9. Maintain positive work atmosphere by behaving and communicating in a manner that fosters good relationships with clients, co-workers and supervisors. This includes, but is not limited to, such actions as: resolution of conflicts in a professional manner; courteous treatment of staff, visitors and clients; respect of others' property and person; and professional and appropriate communication to and about clients, co-workers and supervisors.

II. Qualifications:

1. High school diploma, GED equivalency, or currently enrolled in high school with approved working papers.
2. Must be at least 18 years of age.
3. Previous cashier and/or customer service experience required.
4. Experience with Microsoft Office application and able to use e-mail effectively
5. Computer Software application experience helpful. Ability to use new software programs with basic training.
6. Ability to communicate effectively with clientele and staff.
7. Demonstrate the ability to relate positively and energetically with staff, clients, members and customers.

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8. Must have the ability to maintain a non-judgmental attitude with staff, clients, members and customers
9. Must be able to work independently with minimal supervision.
10. Must be able to read, write and communicate in English. Ability to speak Spanish desired.
11. Thrive in a team-oriented environment. Be a team player.
12. Ability to work in a fast-pace environment and maintain poise under pressure.
13. Excellent telephone skills.
14. Proficient typing skills.
15. Respect for and ability to empathize and communicate with disadvantaged and vulnerable populations.

The Salvation Army Mission Statement:

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

The Kroc Center Vision Statement:

In keeping with the mission and holistic approach of The Salvation Army, the Ray and Joan Kroc Corps Community Center provides facilities, programs and services that encourage positive life-changing experiences for children and adults which strengthen families, and enrich the lives of seniors.

The Vision of the St. Joseph County Kroc Center is to:

Promote Wellness, Encourage Excellence, Build Character and Inspire Faith

Special Comments

The Salvation Army uses job descriptions to aid in various human resource functions. A job description normally is shared with the employee at the time of hire and a copy signed by the employee should be kept in the personnel file. It will help you and your supervisor to communicate about job responsibilities. However, these descriptions are not fixed organizational policy. They are guidelines and are subject to change. From time to time, you may be requested to perform duties and handle responsibilities that are not a part of your normal job description.

I have read and understand the Job Description as outlined above.

(Signature)

(Date)

(Supervisor)

(Date)