

LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

Job Title	FLSA Status
CAFÉ ASSISTANT	NON-EXEMPT
Division	Pay Range
ADMINISTRATIVE SERVICES	12

JOB SUMMARY

The primary responsibility of a Café Assistant is to enthusiastically respond to all customers needs in a fast paced team work environment. The Café Assistant must be accurate and fast in their work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Provides exceptional customer service for Café and Library.
3. Prepares all products according to procedures and standards within time guidelines and customer specifications.
4. Provides each customer with friendly, personalized service ensuring their return.
5. Creates opportunities to educate the customer about Café products and Library services.
6. Displays professionalism at all times.
7. Follows all health, safety, and sanitation as specified by the health department, OSHA regulations and Café procedures.
8. Maintains a clean and sanitary environment in the Café, Gallery area, and outside area throughout shift.
9. Follows cash handling procedures and cash register policies.
10. Notifies Assistant Café Manager or Manager on Duty of any issues.
11. Follows Café procedures for troubleshooting equipment.
12. Adheres to all uniform standards.
13. Maintains product storage, receiving, stocking, and rotating to maintain the minimum inventory levels as determined by the Assistant Café Manager.
14. Works the greeter desk as assigned by Assistant Café Manager.
15. Performs other duties as assigned.

REQUIRED CERTIFICATIONS, SKILLS AND ABILITIES

- Ability to remember detailed orders with accuracy.
- Demonstrates proficiency in applying exceptional customer service skills.
- Exhibits good time management and organizational skills.
- Demonstrates excellent written and oral communication skills.
- Ability to problem solve and work independently with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.
- Ability to maintain a high volume and quantity of work.
- Ability to learn a variety of software programs related to Cafe and Library operations including word processing, email, online forms, and point of sale.

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
CAFÉ ASSISTANT	NON-EXEMPT
Division	Pay Range
ADMINISTRATIVE SERVICES	12

REPORTING RELATIONSHIPS

Reports to: Assistant Café Manager

Supervises: None

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to stand and perform job at a continuous high pace, under pressure, while maintaining quality and speed standards. The employee must be able to reach overhead, bend, stoop and wipe frequently. The employee will be required to lift and carry boxes and product up to 50 pounds from the floor to above waist level.

DATE CREATED 8/5/2009

LATEST REVISION 7/2010