Job Description

Position: Customer Service Attendant  Reports to: Cafe Supervisor
Supervises: None
Department: Youth Employment  Location: Morning Glory Cafe (Heffner)
Classification: Staff  Bargaining Unit: N/A

Overview:
The Customer Service Attendant is responsible for providing superior customer service and ensuring customer satisfaction at our Morning Glory Cafe (Heffner) location. The Customer Service Attendant will ensure that customers are served in a timely manner and orders are processed accurately. S/he will ensure that the cafe is maintained clean and appropriate items are stocked. The Customer Service attendant will work in a fast-pace, high-pressure work environment to meet the demands of our customers while supporting the Youth Employment Program participants and volunteers.

Specific Responsibilities
- Process customer orders in a timely and accurate manner including operating the cash register and processing cash and debit transactions.
- Brew coffee and prepare other beverages and food items as required.
- Stock all baked products, coffee station, and other front counter items.
- Communicate inventory needs for customer service area to supervisor for ordering.
- Implement proper cleaning, sanitation, and safety requirements.
- Provide training, support and supervision to participants and volunteers working with the Youth Employment program, under the direction of the Cafe Supervisor.
- Complete opening and closing duties of the cafe as requested by the Cafe Supervisor.
- Other duties as assigned.

Competencies:
In order to be successful in this position, candidates must uphold, respect, and implement Ray of Hope’s Mission, Vision and Core Values in addition to demonstrating the following competencies:

- Compassionate
- Patient
- Communication
- Integrity
- Adaptable
- Teamwork
- Customer Focus

Qualifications:
- Education:
  - High-School Diploma or GED.
• Experience:
  o Customer service experience required.
• Certifications:
  o Food Safety Training – Safe Handling Certificate, an asset.
• Skills/Abilities:
  o Must be able transport/lift up to 20 pounds occasionally.

Requirements:
• Police Records Check including a screening for working with the vulnerable sector.

Work Conditions:
• This position will require the incumbent to be standing the majority of the time.
• Occasional environmental exposures to cold, heat, and water.
• The Customer Service Attendant will be in contact with participants of the Youth Employment Program, some of which may have high needs and have barriers to employment.