



Jungle Café Assistant Manager

Position Description: Assists Café Manager in operating a multi-location quick service food operation including the Jungle Café, two concessions stands, portable cart(s) and vending units. Responsible for café operations and supervising staff when manager is not present. Provides exceptional customer service and assures overall food quality, Promotes the Zoo and its mission.

Position classification: Regular, full time, non-exempt position; Employment offer conditional on criminal background check.

Responsible to: Jungle Café Manager

Supervises: Jungle Café Staff

Essential Job Functions:

- **Café Operations:**
 - Adheres to all established cash control policies and protocols for all facets of the business including cafe safe, cash back-up, bank deposits and daily close-outs; ensures that all staff are following the same
 - Capable of managing inventory receiving and maintaining all associated reports; prepares invoices and funding requests for vendor payments
 - Contacts vendors to place orders for inventory and supplies in a prompt manner as needed to ensure adequate inventory levels
 - Utilize existing control system(s), which assures quality and portion consistency
 - Prepare daily shift operation by stocking for food preparation and customer service
 - Maintains optimum sanitary conditions of facility and equipment
 - Ensures that all areas are cleaned and restocked for next day operations
 - Work to maintain inventory control through the maintenance of the existing inventory control and monthly inventory counts
 - Implements directives of the manager on effective, proper and efficient methods for inventory storage and organization
 - Support the café manager in achieving long and short-term department goals and objectives
- **Staff**
 - Supports the manager in training, development and scheduling the café staff
 - Maintains proper employer /employee relations, as well as supervision and staff discipline with a goal towards a professional and respectful work place

Additional Responsibilities:

- 40-hour work week, including at least one week-end day. May be requested to extend hours as needed
- Attends departmental meetings and trainings as requested. Adheres to Zoo policies and protocols.
- Performs other duties as requested.
- Represents the cafe and the zoo in a competent, professional manner to the general public; adhere to dress code

Desired Training / Experience:

- Previous customer service, foodservice and staff management experience particularly with part-time seasonal positions
- Knowledge of NYS Department of Health and Labor codes.
- Computer knowledge of Microsoft Word, Excel and Outlook preferred.

Skills / Knowledge Required:

- Committed to quality of products and service
- Must possess a valid NYS driver's license and maintain automobile insurance
- Ability to lift heavy items (50 lbs.)
- Working hazards include hot surfaces, wet floors, and sharp objects
- Self-motivated, capable of working independently as well as with a team

Employee Signature

Date