

DR PEPPER MUSEUM & FREE ENTERPRISE INSTITUTE JOB DESCRIPTION

Title: **Visitor Services Associate – Soda Jerk**

Salary: \$ 10.00 hourly

Opening Date:

Closing Date:

Department: Visitor Services

Work Address: Dr Pepper Museum & Free Enterprise Institute (DPMFEI)

Hiring Contract:

Status: Non-Exempt

Revision Date: 3/21/19

General Description:

Under the direction of the Culinary Supervisor, this position is responsible for assisting with duties that pertain to Frosty's Soda Shop at the Dr Pepper Museum & Free Enterprise Institute (DPMFEI). These duties include, but are not limited to, greeting and assisting visitors in a friendly manner, maintaining a clean work environment, taking and fulfilling visitor orders, performing manual tasks such as lifting heavy objects, working diligently as a team member and independently, answering general history questions about the DPMFEI and Waco area, and performing repeated tasks in a fast, effective, and accurate manner. Performs additional duties as assigned. Complies with all DPMFEI and State Health Authority rules, regulations and procedures.

Minimum Qualifications

Education:

- Graduation from High School or GED.

Experience:

- One year, or equal, experience in food service.
- Working with the public.
- General salesmanship knowledge.
- General Point of Sale (POS) knowledge.
- General knowledge of food safety and sanitation.

Licensure:

- Applicants must possess a valid State driver's license.
- Applicants must possess a valid State Food Handlers license.

Knowledge, Skills, and Abilities:

- Knowledge of general food service operations.
- Knowledge of general Waco and downtown Waco area.
- Knowledge of basic mathematics.

- Knowledge of general Waco history.
- Skill in using a personal computer.
- Skill in using MS word, Excel, and Outlook.
- Skill in effective verbal and written communication.
- Skill in providing quality customer service in a courteous and professional manner.
- Skill in establishing and maintaining effective work relationships with co-workers and work-related contacts.
- Skill in making independent, sound, and timely decisions.
- Skill in effective cleaning and sanitation of food service equipment and surroundings.
- Skill in the use of general food service equipment.
- Ability to work in a fast paced, loud, and demanding environment.
- Ability to stand for long hours.
- Ability to work well under pressure.
- Ability to accurately follow directions from Supervising staff.
- Ability to preform tasks repeatedly.
- Ability to work as member of a team.
- Ability to work independently with little or no supervision.
- Ability to perform manual labor including lifting supplies and materials up to 50 lbs.
- Ability to conduct work activities in accordance with DPMFEI safety program.
- Ability to create an accurate schedule at least one month in advance.
- Ability to follow a written work schedule.
- Ability to get to and from work during scheduled hours.
- Ability and willingness to assist with visitor needs.
- Ability and willingness to learn and maintain general knowledge of the DPMFEI and surrounding Waco area.

Working Conditions:

- Required to work in a museum setting with over 160,000 visitors yearly.
- Required to work up to 32 hours per week, includes various schedules with hours other than 8:00 a.m. to 5:00 p.m. and days off other than Saturdays, Sundays and holidays.
- Required to respond to emergency and on call situations.
- Must conform to DPMFEI dress and grooming standards, state Health Code Standards dress and grooming standards, work rules, and safety procedures.
- Required to perform manual labor including, but not limited to, lifting supplies and materials up to and over 50lbs.
- Museum facilities may expose candidate to high noise levels, temperature changes, limited ventilation, dust, fumes, and physical obstacles
- Non-smoking environment

Additional Requirements:

To be considered for this position, the following information is required:

- Submittal of a completed online application
- Work history experience MUST be completed in the online application
- A scanned copy of official college transcript(s) issued from the registrar must be attached to the online application (if applicable)

- Applicants must attach a DD214 or other supporting documentation to the online application to claim Veterans Preference.

Note: Resume and professional references may be attached to the online application, but not in place of the completed application. A skills test may be conducted at time of interview.

- The duties and responsibilities outlined above do not comprise a comprehensive list but are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. The DPMFEI maintains the right to augment or delete duties and responsibilities as business dictates.

Employment Screening and Compliance

- Individual may be required to complete medical examination.
- A Drug Test and Background check will be performed.
- Employee must comply with all operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers.
- Employee must maintain a current and valid driver's license and auto insurance to perform work that requires travel by motor vehicle.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the entire contents of this job description, including the work demands and expectations of this position. I understand that my employment at the Dr Pepper Museum is employment "at will" and may be concluded at the convenience of the Dr Pepper Museum. I am aware of my right to notify my employer of any reasonable accommodation that may be necessary to perform this work. I further believe to the best of my knowledge that I can perform these duties and responsibilities. If I determine that an accommodation may be necessary later, I shall notify my employer. I understand that my employer maintains certain rights as well under the Americans With Disabilities Act (ADA).

Employee Name

Date Signed

Hiring Supervisor

Date Signed