

Café Associate

Position Description



About VOCEC

VOCEC exists to create rehabilitative job opportunities for people living with mental illness.

We facilitate the road to recovery and help people reach their full potential.

Recovery is our focus—it's possible through work!

Purpose:

The Café Customer Service Associate is responsible for operating the café including preparing and serving food and beverages to patrons, cash handling, and customer service.

Skills You Will Develop:

- Customer service skills
- Handling cash and making change
- Operating a cash register
- Cleaning and Sanitization
- Safe food preparation and handling
- Health and safety considerations
- Following and giving written and verbal instruction
- Problem solving
- Arriving to work on time
- Appropriate workplace behaviors

Duties and Responsibilities:

- Serve customers in on of VOCEC's 4 cafes
- Prepare hot and cold beverages
- Read, record and log information as required
- Follow all sanitation and infection control procedures
- Serve and assist with serving of meals, beverages and other related duties
- Clean-up dishes from food services, scrape and rinse prepare for dishwasher
- Load and run dishwasher according to procedure
- Empty dishwasher, stack and store dishes and cutlery appropriately.
- Store foods in appropriate containers at proper temperatures.
- Clean and sanitize equipment as required
- Record inventory and place orders
- Stock Shelves, display cases and fridges
- Other duties and responsibilities as required

Qualifications:

- Self identify as living with a severe, persistent mental illness
- Safe Food Handling Certificate—successful applicants will be supported to complete this training
- No experience necessary
- Must be able to meet the physical demands of the position
- Good personal hygiene
- Depending on work location, some food service associates may have to present a criminal reference check

Working Conditions:

Exposure to noise, bending, twisting, reaching, lifting, heat (some locations are not air conditioned)