

ASHEVILLE ART MUSEUM

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PO Box 1717 | Asheville, NC 28802-1717

Café Manager

Updated May 2024

Organization

The Asheville Art Museum, established in 1948 by artists, engages, enlightens, and inspires individuals through exhibitions and programs developed for all ages that interpret its Collection of American art of the 20th and 21st centuries. Anchoring the center of lively downtown Asheville in the Blue Ridge Mountains, the Museum serves residents of the Southeast and Western North Carolina, and visitors from around the country and the world.

Position Description

The **Café Manager** is responsible for managing the daily operations of the Museum's Perspective Café. This position requires excellent organization, communication, and customer service skills. The Café Manager reports to the Head of Operations.

Primary Responsibilities/Essential Functions

- Daily opening and closing procedures for Café.
- Provide excellent customer service to Café patrons and Museum guests.
- Taking, preparing, and delivering orders to Café customers.
- Regular cleaning and organization of Café space and storage.
- Preparing daily deposits, maintaining records, and preparing weekly and monthly reports for management.
- Staying up-to-date and maintaining BCHHS health and safety standards.
- Working with BCHHS to keep all permits current.
- Recruiting, training, managing, and scheduling Café part-time staff.
- Maintaining inventory and records of food, beverage, alcohol, and disposables.
- Placing food, beverage, alcohol, and disposables orders.
- Receiving food, beverage, alcohol, and disposables and insuring quality of product.
- Preparing menus and coordinating with Communications team to print and distribute.
- Responsible for the care and regular maintenance of café equipment to ensure longevity and proper working condition.
- Coordinate with Museum staff to provide for programs, events, orders, and other Museum happenings.
- Communicating cleaning, maintenance, and security needs for Café and sculpture terrace.
- Communicate with Café staff regularly to enforce safety, cleaning, and customer service standards.
- Work with Director of Finance to prepare annual sales goals and budget.
- Work collaboratively with Museum leadership and departmental managers to deliver excellent service to Museum staff, volunteers, Members, and visitors. Collaborate with Museum staff and volunteers on initiatives, projects, and goals.
- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.

Special Requirements

This year round, full-time position with full benefits may at times require a flexible schedule, accommodating programs and events, and after-hours work including weekend and evening hours. The regular work schedule is 40 hours from Wednesday through Sunday. The incumbent should have a valid driver's license and be able to stand, walk, lift items up to 30 pounds, handle tools or controls, use close vision, and travel periodically for meetings or Museum business. Hourly base compensation starting at \$18.00 per hour depending on experience, plus tips, paid time off, health insurance, and retirement benefits after required probationary period.

Education/Experience

The ideal candidate will have:

- 5+ years combined experience in food service and/ or food management.
- Excellent customer service, organization, communication skills.
- Ability to maintain confidentiality and the highest standards of professional ethics and integrity.
- Ability to work independently, collaboratively, and efficiently.
- Ability to multitask, prioritize, and find creative solutions in a fast-paced environment.
- Ability to manage an annual budget.

To apply, send resume, cover letter, and three references to careers@ashevilleart.org with "Café Manager" in the subject line. This position is available immediately.

Equal Employment Opportunity: Asheville Art Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.