

Culinary Retail Team Member

Reports to: Creative Culinary Manager

FLSA: Hourly, non-exempt

Pay Grade:

Summary: This position supports the mission by using local, seasonal, and Gardens-grown ingredients and products to connect our guests to the natural world around them. Team members working in Culinary will perform tasks in a professional manner with awareness and kindness towards guests, volunteers, and other team members. Collaboration, clear communication, and creativity are important in maintaining a healthy, efficient, and sustainable work environment. Team members will always ensure that health and food safety standards are being followed and maintained. This effort results in a transformational culinary experience which enriches a guest's visit while generating meaningful financial support for the Gardens and our community.

Some Essential Functions: *(This job requires the performance of the following tasks, with or without accommodation. Incumbents may be regularly or occasionally required to assume additional responsibilities or perform additional tasks.)*

- Opening and/or closing the Market and the POS, using cash management.
- Operating the POS system accurately and efficiently.
- Knowledgeable in the food offerings, beverages, and snacks in the Market.
- Brew coffee and maintain self-serve beverage area as needed.
- Greet and provide excellent customer service to all visitors, members, employees, and volunteers who visit the Market.
- Restock merchandise in a timely way throughout the day.
- Keep the Market clean and tidy each day; maintain organization at the register and in storage areas.
- Bring questions or issues to the attention of management in a timely and appropriate manner, and share customer feedback with management.
- Support a culture that welcomes all people to the Gardens to create meaningful experiences with the natural world and the people around them.
- Continually update your knowledge and understanding of CMBG, including the Gardens' layout and its range of offerings, in order to provide accurate information and helpful assistance to guests.

- Participate in Gardens-wide initiatives including Gardens Aglow assignments

Qualifications:

- Excellent customer service skills with a friendly, positive attitude.
- Able to work efficiently in a fast-paced environment.
- Must be comfortable interacting with guests, volunteers, staff, board members, and the community, striving to exceed guest expectations and creating an exceptional experience for those visiting the Gardens.
- Attention to detail and cleanliness.
- Teamwork orientation that supports and uplifts the work environment.
- Capable of working independently.
- Verbal communication skills and ability to communicate proficiently in English.
- A desire to learn more about the Gardens.
- Commitment to working across the organization to support the integration of IDEA (Inclusion, Diversity, Equity, and Accessibility) principles into CMBG's internal operations and its relationships with visitors and guests.

Work schedule:

This is a seasonal position, May 1–October 17 with varied hours. Some weekends and evenings during the Gardens season are required. Additional hours will be available during Gardens Aglow, from mid-November to January 1.

Physical and environmental factors:

- Ability to stand for 8 or more hours each day.
- Bending, stooping and reaching (occasionally over your head).
- Ability to use a stepstool.
- Ability to lift/carry up to 25lbs.

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).