



Lead Café Associate

About the Senator John Heinz History Center

From the pre-revolutionary drama of the French & Indian War to the legendary match-ups of the Super Steelers, discover 250 years of Pittsburgh history at the Senator John Heinz History Center. An affiliate of the Smithsonian Institution, the History Center is the largest history museum in Pennsylvania with six floors of long-term and changing exhibition space. The History Center's museum system includes the Western Pennsylvania Sports Museum, a dynamic museum-within-a-museum; the Fort Pitt Museum in Point State Park; Meadowcroft Rockshelter & Historic Village, a National Historic Landmark located in Avella, Pa. in Washington County; and the History Center's Museum Conservation Center. The History Center presents the most compelling stories from American history with a Western Pennsylvania connection, all in an interactive environment perfect for visitors of every age.

Job Posting

The Senator John Heinz History Center, the largest history museum in Pennsylvania and an affiliate of the Smithsonian Institution, is seeking a full-time, Lead Café Associate for our "Café @ The History Center". The Customer Service Associate - Cafe will oversee the daily operation of the "Café @ The History Center" under the direction of the Director of Museum Stores and Visitor Services. The "Café at The History Center" provides History Center visitors with high-quality prepared foods which are prepared off-site and delivered daily. The Lead Café Associate is responsible for the sales of these prepared foods. This position is responsible for providing incredible customer service at every point of contact. Additional responsibilities include the knowledge of all items stocked and sold; ensuring all food sections of the café are well stocked and displayed appropriately including proper rotation and quality; assisting in preparing orders for food and supplies. The Lead Café Associate is expected to follow and comply with all applicable health and sanitation procedures and adhere to all safe work practices. The Lead Café Associate is also responsible for internal catered event set-up, transporting food & beverage items within the History Center, the set-up of food and beverage for the event, as well as cleaning up / tearing down the event. The Lead Café Associate performs light clerical work for the Director of Museum Stores and Visitor Services and Museum Shop & Visitor Services Assistant Manager and answers telephone and directs calls as needed.

This is a full-time position reporting to the Director of Museum Stores and Visitor Services.

Requirements

Outgoing, friendly, and exceptional communications skills needed in delivering extraordinary customer service to History Center visitors and guests. Cash handling and register experience are required. Knowledge of office and retail equipment such as printers, copiers, phone, fax and credit card terminal are required. Experience in hospitality, leisure and/or tourism is desirable. Knowledge of regional history and museum practice is preferred. Ability to manage telephone, computer, and in person customer service, often concurrently. High school education or equivalent required with at least two (2) years of work experience in retail, customer service, hospitality, or similar work settings. This position requires some physically demanding activities - lifting, bending, walking, and standing. Pennsylvania Act 33/34 (criminal and child abuse clearance). **Must** be available to work weekends and holidays.

Application Process

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability

Minorities encouraged to apply.

Qualified applicants should submit a cover letter (***including salary requirements***) and resume to:

Renee Falbo, Director of Human Resources
Senator John Heinz History Center
1212 Smallman Street, Pittsburgh, PA 15222
hr@heinzhistorycenter.org
www.heinzhistorycenter.org