



JOB DESCRIPTION

Café Associate

Job Title: Hugs Café Associate

Reports To: Hugs Café General Manager

Location: Dallas, Texas

Job Type: Part-Time, Non-Exempt

Pay Schedule: Pay period is every two weeks.

Hourly Rate:

ORGANIZATION OVERVIEW

Hugs Café, Inc. is a nonprofit organization dedicated to enhancing the lives of adults with special needs through training, employment, and meaningful engagement. Our programs—Hugs Café, Hugs Greenhouse, Hugs Training Academy, and Hugs Home Cooking—serve as platforms to empower individuals, foster community, and promote independence through hands-on learning and employment opportunities.

POSITION OVERVIEW

The Café Associate position is responsible for a variety of tasks, but not limited to, assisting with kitchen operations, including food production, catering, food safety and sanitation. Other café duties include greeting guests, serving food, bussing tables, washing dishes and working the register. This role requires a friendly demeanor and positive attitude in order to provide quality customer service to our guests.

KEY RESPONSIBILITIES

- Provide excellent customer service to our guests
- Prepare food and maintain recipe standards
- Practice proper cleanliness and hygiene
- Maintain a polite and friendly manner
- Maintain cleanliness of Café with daily cleaning regiments
- Operating POS system/cash register
- Willingness to work where needed at the Café

WORK EXPECTATIONS

- Work hours: Varies with each individual; occasional unscheduled days or evenings for events

- Consistently display the personal qualities of integrity and credibility with a commitment to and passion for the Hugs Café, Inc. mission
- Acts with reasonable care and diligence regarding the best interests of Hugs Café, Inc.
- Represent Hugs Café, Inc. in a professional and dignified manner at all times

QUALIFICATIONS & COMPETENCIES

Required:

- Be at least 18 years old
- High School Diploma or equivalent
- Ability to lift/carry up to 25 lbs.
- Ability to achieve Food Service Certification
- Have a clear background check with no related offenses that may jeopardize the integrity of our program

Preferred:

- Previous food service experience or equivalent training

Other Knowledge, Skills or Ability:

- Passion for customer service
- Ability to read and interpret information
- Ability to communicate effectively with other staff members
- Demonstrate care, compassion, and patience while working
- Ability to be calm under pressure
- Possess and demonstrate the personal qualities of integrity, credibility, and a commitment to and passion for the mission of Hugs Café, Inc.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The employee must frequently lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions, and perform any other related duties, as may be required of the supervisor.