



JOB DESCRIPTION:

Expo

REPORTS TO: Cafe Manager

FLSA CLASSIFICATION: Full/Part-time, Non-exempt

DATE REVISED: January 2024

DEPARTMENT: Cafe

SUMMARY

Swamp Rabbit Cafe and Grocery is a mission-driven business passionate about being a force for good for the community. Our mission is to buy, sell, and cook with fresh, local food and to provide a community space where people come together to celebrate meals. We envision a community that supports a just and sustainable food system that allows small local farmers to thrive. As we grow our team, we seek individuals that believe in our mission and are invested in making our vision a reality.

Swamp Rabbit Cafe and Grocery is a showcase for local farmers and food artisans. The Swamp Cafe is a fun and fast-paced environment focused on serving delicious food with fresh seasonal and local ingredients and craft espresso drinks. Customer service and excellent food quality are the heart of cafe operations. The Expo sets the pace and flow of the Cafe, while maintaining great communication and ensuring all orders are accurate and up to Swamp Rabbit Cafe's standards.

ESSENTIAL JOB FUNCTIONS

- Responsible for gathering, bagging, organizing and delivering all Cafe orders to customers
- Verifies all orders are correct before they are delivered to the customer; urgently communicates errors to Line Cooks/Baristas for order to be remade
- Continuously monitors tickets and orders; updates wait times and product levels/availability to the Front of House
- Provides excellent customer service to guests picking up their food
- Responsible for interacting with all customers picking up food; deescalates any complaints and provides quick, meaningful corrections
- Maintains the stock levels and cleanliness of condiment and coffee stations by brewing coffee and stocking supplies
- Maintains awareness of all information and communication from other areas of Cafe to ensure understanding of product levels and wait times; communicates to other departments accordingly
- Completes side tasks as directed- including but not limited to: deep cleaning coolers, doors & appliances, cleaning tables, sweeping & stocking
- Finds efficient use for downtime (cleaning, restocking, dishes, etc)
- Goes the extra mile to make every guest's experience a great one
- Provides a welcoming environment for customers by making eye contact and greeting guests enthusiastically with a smile
- Treats customers and co-workers with courtesy and respect
- Communicates regularly with managers and co-workers regarding customer input

JOB REQUIREMENTS

- Must be 16 years of age or older
- Must be available to report for work on time, weekends required
- Must wear closed-toe, slip resistant shoes with a Coefficient of Friction rating between 0.54 and 0.76. Coefficient of Friction rating is the measure of traction for slip resistant shoes and generally shoes labeled for commercial kitchen use fall into this category (examples of brands include but are not limited to Tredsafe, SafeTStep, Skechers for Work).
- Must communicate by Slack, Paylocity and email
- Must adhere to all SCDHEC food safety requirements including following rules of cooling and storing food properly when applicable
- Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation
- Takes initiative to help any area of the business if possible
- Performs other duties as assigned and requested. It is understood that every incidental duty connected with operations detailed in this job description are not always specifically described. Employees may be required to perform duties not within their job description as requested at the discretion of SRCG Management.

ESSENTIAL SKILLS AND EXPERIENCE

- Must possess a passion for local food and an interest in telling the story behind it.
- Must conduct oneself in an honest, professional and respectful manner at all times.
- Must possess a love of people, interact with people well, and possess a desire for excellent customer service.



- Able to take direction, work independently, and as a member of a team, and able to create working relationships.
- Able to interact with employees and customers in stressful situations and/or conflict in a non-threatening and redemptive way.
- Must be highly motivated, hard working, and possess a positive, enthusiastic attitude.
- Must pay attention to details, be organized, and able to handle multiple priorities simultaneously.
- Must have problem solving skills, be flexible, creative, and able to adapt to change when required.
- Must possess good interpersonal skills and communicate well verbally and in writing.
- Must have reliable transportation and report for work in a timely manner.

ESSENTIAL SAFETY SKILLS - WORK ENVIRONMENT

SRCG requires that PPE (Personal Protective Equipment) such as safety shoes, gloves, etc. be used or worn by employees whenever workplace hazards are discovered that could damage any part of the body to eliminate and/or reduce the hazards employees face in their daily job duties. **PPE will not be used as a substitute for safe work practices, machine guards, or other controls. PPE is to be used in conjunction with these controls to increase employee protection.**

ADA COMPLIANCE

SRCG is an Equal Opportunity Employer. ADA requires the SRCG to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

ADA GUIDELINES- PHYSICAL DEMANDS

Stand:	Constantly	Reach Out/Above Shoulder:	Frequently	Lift 20 pounds or less:	Frequently
Walk:	Frequently	Ascend/Descend Stairs/Ladders:	Frequently	Lift 20-50 pounds:	Occasionally
Sit:	N/A	Squat or Kneel:	Frequently	Lift 51-100 pounds:	N/A
Handling:	Constantly	Bend:	Frequently	Lift > 100 pounds:	N/A

DEFINITIONS

N/A- Not Applicable	This activity is not applicable to this position
Occasionally	Occupation requires this activity 33% of the time (0 - 2.5+ hours a day)
Frequently	Occupation requires this activity 33% - 66% of the time (2.5 - 5.5+ hours a day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hours a day)

PAY AND BENEFITS

- Pay starts at \$14.50 per hour, based on skill and availability
- Wage increase available if exceeding requirements
- Higher hourly wages on Sundays
- Comprehensive benefit package including health, dental, and vision insurance (available to full time employees)
- HSA contributions for eligible health plans
- Paid Time Off (available to full time employees)
- Sabbatical program for all employees
- Other benefits include 20% Swamp discount, free shift meals, Employee Assistance Program and discounted bike share program

SRCG has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and SRC&G reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

The Swamp Rabbit Cafe And Grocery is proud to be an equal opportunity employer. This is not a contract. No information in this document will alter the at-will employment relationship. Position is open until filled.

Interested candidates should complete an [APPLICATION HERE](#).

SWAMP RABBIT

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Cafe & Grocery
Greenville, SC