

DSA Café Customer Service Intern Job Description



Position Description

Position Title:	Customer Service Intern	Date:	24 Sept 2021
Reports To:	Executive Director	FLSA Status:	Nonexempt
Department:	Café Dining Room	Position Status	PT
Pay:	\$10/hour		

Job Summary

The Customer Service intern will report directly to the Executive Director of the Down Syndrome Association of Delaware. During this 12-week internship, the Customer Service intern will assist with managing the front desk of the Café. They will be responsible for taking customer orders, operating the register (Square POS) and restocking gift shop merchandise. They will also assist in serving café customers and clearing and cleaning cafe tables.

The Café is open Monday, Wednesday, and Friday from 7:00 am – 2:00 pm, Tuesday from 11:00 am - 8:00 pm and Thursday from 11:00 am – 2:00 pm.

Interns will also receive job coaching and regular performance assessments to help prepare them for permanent work opportunities in competitive integrated employment.

Essential Functions and Responsibilities

To perform in this position successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals to perform the essential functions. Other duties may be assigned to meet business needs.

- Welcome customers when they enter the store
- Take food orders from customers and relay information to kitchen
- Working the cash register and processing payments
- Bagging items into gift bag with tissue paper
- Restocking the store and café items throughout the day
- Deliver food to café customers
- Bus/clean tables after meals
- Stamp bags and coffee sleeves with DSA logo

Qualifications

Currently, the position is only open to individuals ages 18 years and older who have Down syndrome.

Knowledge, Skills and Abilities:

- Customer service orientation
- Excellent organizational skills and attention to detail
- The ability to handle multiple tasks.
- Friendly and customer service oriented
- Awareness of safety hazards and/or concerns

Work Environment:

- General café and retail environment
- Work schedule flexibility required

Physical Demands:

- The person in this position needs to occasionally move about the kitchen and café
- Ability to lift boxes of up to 20lbs

This position description does not imply that the stated requirements are the only expectations for the position. Incumbents are expected to perform any other duties that may be assigned. Down Syndrome Association of DE has the right to revise this position description at any time. Down Syndrome Association of Delaware is an “at will” employer and as such, neither this position description nor your signature constitutes any form of contractual agreement between you and Down Syndrome Association of Delaware.

By signing below, I acknowledge receipt of a copy of the job description and understand the scope of my responsibilities.

Employee’s Signature	Date:
Supervisor’s Signature	Date: