



Title: Café Assistant Manager
Supervisor(s): Café Manager
Employment Type: Full time
Compensation: Commensurate with experience. Benefits include 401(k), health, dental and vacation.
Application: Apply at dowgardens.org/careers

Position Summary

The Assistant Manager is responsible for assisting in the management and operations of the café. This role requires strong interpersonal skills, a customer-focused mindset, and the ability to collaborate effectively with team members. The Assistant Manager will support the Café Manager in supervising and training seasonal and part-time café associates, coordinating resources and ensuring service standards. Flexibility in scheduling, including weekends and seasonal adjustments, is essential.

Responsibilities

- Assist in creating a welcoming environment by greeting guests, addressing their needs and ensuring exception service standards
- Support the Café Manager in monitoring and maintaining daily inventory levels, placing orders, and overseeing product deliveries
- Provide guidance, coaching and support to café staff to ensure adherence to service standards and operational Procedures
- Collaborate with the Café Manager to communicate scheduling needs, ensuring adequate staffing levels to meet demands
- Promote and practice safe and compliant work habits, identifying and addressing potential safety and health hazards
- Support menu management, including seasonal adjustments and introduction of new offerings
- Assist in coordinating internal caters as well as providing goods at events for staff and patrons
- Contribute to the development and implementation of ideas to promote café products and enhance guest experiences
- Undertake other duties and responsibilities as assigned by the Café Manager

Qualifications

- High School Diploma or GED
- Experience working with the public preferred
- 1+ years of experience in a supervisory or leadership role preferred
- Valid Driver's License
- SERVSafe Manager Certification (or ability to acquire)
- Organizational skills and attention to detail
- Ability to handle multiple tasks and prioritize effectively
- Strong communication and interpersonal skills
- Understanding and adherence to safety procedures and practices
- Ability to work independently and with a team

About Dow Gardens

Since being established in 1899, as a home for Herbert H. and Grace A. Dow and family, the 110-acre Dow Gardens now welcomes more than 300,000 guests per year. Visitors are invited to leave the pathway and explore the uniquely-designed landscape, take a tour of the historic Pines Home, participate in one of many hands-on educational programs, stroll the nation's longest canopy walk, and discover beautiful art and music in a relaxed setting.

Dow Gardens is the signature gift of The Herbert H. and Grace A. Dow Foundation.