

JOB DESCRIPTION

SOUTHWESTERN UNION CONFERENCE OF SEVENTH-DAY ADVENTISTS
<https://www.southwesternadventist.org/hr/employment-opportunities>

Job Title: Customer Service Associate

Department: Bread and Better Life Cafe

Supervisor: Phil Robertson

Category: Temporary Hourly \$14 - \$17

Supervisor's Title: Manager

Date Updated: June 2, 2025

POSITION SUMMARY: Bread and Better operates as a ministry of the Southwestern Union Conference of Seventh-day Adventists. It's purpose is to be a Center of Influence that is located in the Near Southside Historic District to service the communities of Fort Worth with a mission to provide hope and wholeness to customers, and others, and build meaningful and trusted relationships. Customers will be able to disconnect from the busy pace of their lives and experience a welcoming and refreshing atmosphere that includes free Wi-Fi, specialty coffees and baked goods for purchase, and access to information on a variety of lifestyle enrichment seminars that are also available at this location. Customer Service Associates will be responsible for all direct contact with the customers and working with volunteers to accomplish this ministry.

AUTHORITY, ACCOUNTABILITY: Work is performed with limited supervision. The work requires the ability to carry out duties and meet deadlines independently, and in certain instances act on behalf of the supervisor.

ESSENTIAL JOB FUNCTIONS:

- Receive food and drink orders
- Prepare food and drink orders to the customer's request.
- Process sales transactions accurately.
- Keep all common areas and restrooms clean
- Maintain the contents of the coffee machines
- Other tasks as assigned by the Manager.

EDUCATION/EXPERIENCE/CREDENTIALS: High School diploma; Texas Food Handling Certificate

KNOWLEDGE AND SKILL: Basic knowledge of beliefs of the Seventh-day Adventist Church., English with basic conversational Spanish is helpful.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS: Must possess the ability to deal tactfully and effectively with others. Must possess pleasant Christian personality and enjoy interacting with people. Individual must remain calm under pressure and exhibit courtesy, diplomacy and kindness at all times.

PHYSICAL REQUIREMENTS: Essential tasks are performed primarily include standing, walking, bending, kneeling, carrying and lifting of light items.

THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. OTHER DUTIES, RESPONSIBILITIES AND ACTIVITIES MAY CHANGE OR BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.