



Guest Services & Café Coordinator

Position Summary

The Guest Services & Café Coordinator is the first point of contact for visitors, ensuring a welcoming and engaging experience while promoting the mission and programs of the Centro Culturale Italiano (CCI). This position prioritizes guest services and café operations while also maintaining the gift shop, supporting social media efforts, assisting with programs, and handling general administrative and facility-related tasks.

This role requires strong customer service skills, attention to detail, and the ability to multitask in a fast-paced environment. Preference will be given to candidates with café and marketing experience. Familiarity with both Mac and PC operating systems is required. A genuine interest in Italian language and culture is essential to this role, and we strongly encourage Italian-speaking candidates to apply.

Schedule:

- **Wednesday & Thursday:** 10 AM – 6 PM
 - **Friday:** 10 AM – 4 PM
 - **Saturday:** 10 AM – 3 PM
- Flexibility to work occasional evening events (typically with two weeks' notice) and cover rentals as needed is required.

Café & Guest Services

- Manage the front desk, including opening and closing the Centro.
- Sell and process memberships, ensuring proper documentation and distribution.
- Maintain the master calendar and assist with rentals and events.
- Process café, programming, and gift shop transactions.
- Greet and orient guests, providing an overview of self-guided exhibits.
- Check in attendees for programs and coordinate large group visits.
- Serve as the primary barista, preparing espresso drinks and other café offerings.
- Maintain the cleanliness and organization of the café, including:
 - Cleaning and maintaining the espresso machine, grinder, and accessories.
 - Wiping down counters, cabinet fronts, and upper shelves twice weekly.
 - Washing dishes daily.



CENTRO CULTURALE ITALIANO DI BUFFALO

Gift Shop & Inventory Management

- Ensure the gift shop remains tidy, organized, and inviting.
- Fold and arrange t-shirts at the end of each shift.
- Tag merchandise and support the Gift Shop Manager in maintaining accurate inventory.

Marketing & Social Media Support

- Assist in creating and scheduling social media posts to promote CCI programs, events, and initiatives.
- Support recordings of cooking shows and demonstrations, both on-screen and behind the scenes.
- Proofread communications and marketing materials as needed.

Administrative & Miscellaneous Duties

- Monitor and respond to general inquiries via phone, email, and website.
- Check and triage voicemail messages daily.
- Assist with program check-in and guest services logistics.
- Track inventory for reorderable goods.
- Assist with mass mailings, including envelope preparation and distribution.
- Run errands (e.g., post office, office supply stores, grocery shopping) as needed.
- Conduct regular walkthroughs to ensure the cleanliness and upkeep of the facility, courtyard, and surrounding areas.
- Assist with seasonal snow removal around entrances, including shoveling and salting, particularly in the mornings.
- Manage waste disposal by collecting garbage and recycling and placing bins out weekly.
- Assist with setup and teardown for events and programs.

This is a part-time position, averaging 25-30 hours per week, with an hourly rate of \$18–\$23, commensurate with experience.

Interested candidates, please email your résumé and cover letter to hr@ccibuffalo.org