

See Rock City, Inc.
JOB DESCRIPTION

Title: <i>CLUMPIES PARTNER</i>	Team: Clumpies
Reports to: Clumpies Manager	Status: Hourly, Nonexempt

Summary:

Provides excellent guest service in support of our mission while efficiently preparing and serving Clumpies food and beverages to our guests.

Responsibilities:

- ◆ Delivers excellent guest service in line with the organization's mission, culture, and values.
- ◆ Performs the opening and closing procedures as well as all other normal cashier duties.
- ◆ Prepares and serves Clumpies food and beverages, including scooping ice cream and serving baked goods and assorted beverages.
- ◆ Communicates details of Clumpies Ice Cream ingredients and production process to guests.
- ◆ Helps restock as needed.
- ◆ Adheres to company policies and procedures.
- ◆ Maintains a clean and orderly shop.
- ◆ Assists in ensuring health codes and safety standards are followed in order to maintain a high health score.
- ◆ Performs other duties as assigned by management.
- ◆ Models appropriate guest and partner interaction at all times.

Qualifications:

- Possess an outgoing, friendly personality and the desire to provide excellent guest service.
- Ability to communicate and interact effectively in one-on-one and group situations.
- Ability to convey a professional image to guests and partners.
- Ability to work a flexible schedule, including nights, weekends and holidays.
- Ability to read and interpret documents; to write reports and correspondence.
- Either has received or is pursuing high school diploma or GED; or four to six months related experience; or equivalent combination of both is preferred.
- Ability to add, subtract, multiple and divide. Ability to perform these operations using units of American money.
- Must possess good computer skills, previous cash register experience a plus.
- Required to regularly use hands and fingers. Must be able to lift/move up to 50 pounds. Required to walk, stoop, kneel, or crouch frequently. Must be able to stand regularly.