

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>CLUMPIES TEAM LEADER</i>	Team: Food Service
Reports to: Clumpies Manager	Status: Hourly, Nonexempt

Summary:

Responsible for leading the daily operations of Clumpies Ice Cream. Performs tasks including, but not limited to, inventory, coaching and counseling partners, portion control, and cash handling.

Responsibilities:

- ◆ Leads team in accordance with Culture of Excellence and operational goals.
- ◆ Delivers excellent customer service.
- ◆ Maintains Serve Safe Certification.
- ◆ Maintains High Mystery shop scores and coaches other partners to ensure they achieve high scores as well.
- ◆ Ensures health codes and safety standards are followed in order to maintain a high health score.
- ◆ Ensures all restaurant staff is properly trained in food safety and food preparation.
- ◆ Increases sales through effective customer service, product knowledge, and inventory control.
- ◆ Maintains ordering, invoicing and product transfer controls as needed.
- ◆ Monitors cash handling procedures to minimize shrink/loss.
- ◆ Trains partners to include knowledge of opening/closing procedures, proper cash handling and register usage.
- ◆ Oversees the daily supervision of partners.
- ◆ Addresses guest complaints when necessary.
- ◆ Supervises portion control to minimize loss.
- ◆ Ensures inventory rotation is completed in a timely manner.
- ◆ Ensures all company policies are enforced.
- ◆ Addresses over/shorts in store.
- ◆ Ensures daily cash log is complete, makes deposits and maintains partner attendance log.
- ◆ Ensures all time and temperature controls are followed.
- ◆ Maintains a clean work area.
- ◆ Performs cashier duties, serves guests and prepares food as needed.
- ◆ Assists in the production of ice cream as needed
- ◆ Supervises Partners, including Lead Partner(s).
- ◆ Assists in wholesale order fulfillment and invoicing as needed
- ◆ Performs other duties as assigned by management

Qualifications:

- Models appropriate guest and partner interaction at all times.
- Possesses an outgoing, friendly personality and the desire to provide quality service.
- Recipient of Serve Safe Certification.
- Ability to convey a professional image to guests
- Ability to work a flexible schedule, including nights weekends and holidays.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- High school diploma and one to two years related experience in food service
- Ability to add, subtract, multiple, and divide. Ability to perform these operations using units of American money.
- Ability to supervise and manage up to 6 partners.
- Ability to stand, use hands, and walk; Ability to lift up to 50 pounds.