

See Rock City, Inc.
JOB DESCRIPTION

Title: <i>CLUMPIES PARTNER</i>	Team: Clumpies
Reports to: Clumpies Manager	Status: Non-Exempt, Part-time

Summary

Provides excellent guest service in support of our mission while efficiently preparing and serving Clumpies food and beverages to our guests. Under the direction of the Clumpies Manager the Clumpies Partner is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- 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 provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Ability to read and interpret documents; write reports and correspondence.
- Ability to add, subtract, multiply 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.