



## JOB DESCRIPTION

Title: <b>CLUMPIES PRODUCTION SPECIALIST</b>	Team: Clumpies
Reports to: Sr. Manager of Clumpies & GOOD DOG	Status: Full-Time, Non-Exempt

### Summary

*Assists Sr. Manager of Clumpies & Good Dog with the day-to-day operations of Clumpies Kitchen and production of ice cream and other products for Clumpies. Will be the person responsible for the operation of specialized equipment and high-risk processes such as pasteurization and other complex tasks. Oversees daily Clumpies Kitchen production, in collaboration with Sr. Manager. Under the direction of the Sr. Manager Clumpies & Good Dog, the Production Specialist 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, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- ◆ Adheres to the organization's processes and procedures, ensuring these are consistently followed at all times.
- ◆ Produces all products up to Clumpies standards and on schedule with Clumpies production schedule and deadlines.
- ◆ Maintains facilities in accordance with Department of Agriculture, FDA, and all other applicable regulations.
- ◆ Adheres to and follows procedures as outlined in Clumpies' Food Safety Plan, including all necessary documentation and record keeping.
- ◆ Performs all parts of the production process, including but not limited to pre-operational inspection, proper cleaning, and sanitizing protocols, etc.
- ◆ Operates and has intimate working knowledge of all dairy processing equipment including vat pasteurizer.
- ◆ Leads the Clumpies Production Team, ensuring that production schedules are met and maintained.
- ◆ Assists in the development of new products and menus with the Sr. Manager, troubleshooting any issues with current product as they arise in the shops.
- ◆ Assists the Stock and Inventory Coordinator with placing orders by communicating needed raw ingredients, packaging, chemicals, and supplies.
- ◆ Assists in the packaging of wholesale, online, and bulk orders.
- ◆ Conducts training with partners in the production kitchen and supervises the culinary intern during their employment period at the production kitchen.
- ◆ Complies with both Clumpies' and Rock City's employment policies and procedures.
- ◆ Maintains inventory and par levels of raw ingredients and finished ice cream, informing Sr. Manager when stock levels are low.
- ◆ Promptly informs Sr. Manager of any partner, equipment, or production needs or issues, as they arise.
- ◆ Performs other duties as assigned by management.

### Qualifications

- High school diploma or GED required.
- Minimum 2 years' experience in food service and/or food production environment preferred.
- Ability to be Serve Safe Certified.
- Possess a kind personality, the desire to contribute to a great team, and willingness to learn or improve skills.
- Ability to display a professional, engaging, and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.

- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- Must possess a current driver's license and good driving record.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.