

*See Rock City, Inc.*  
**JOB DESCRIPTION**

Title: <b><i>RETAIL EXPERIENCE SENIOR TEAM LEADER</i></b>	Team: Clumpies
Reports to: Clumpies Retail Experience Manager	Status: Non-Exempt, Full-Time

**Summary**

*Supervises the daily operations of the Clumpies Ice Cream Scoop Shop to which they are assigned. Assists the Retail Experience Manager with general oversight of their assigned location, acting as the primary point of contact and leader for location specific needs and requests. Focuses on the guest experience and maintaining a consistently excellent experience in their assigned shop. Under the direction of the Retail Experience Manager, the Retail Experience Senior Team Leader 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.
- Supervises front line partners, along with the manager and other team leaders, motivating and leading them in accordance with our Culture and Values, coaching and counseling them to meet guest service standards.
- Establishes and maintains healthy relationships with vendors, property owners, and neighboring businesses.
- Ensures health codes and safety standards are followed in order to maintain a high health score.
- Jointly prepares weekly schedule and communicates scheduling issues to Retail Experience Manager.
- Assists Inventory Team Leader and Retail Experience Manager in ordering, invoicing, and transferring product.
- Assists Retail Experience Manager in support of shop operations, creating and analyzing financial reports, and facilitating team wide communication.
- Assists with the completion of all paperwork, ensuring those items are handled in an accurate and timely manner.
- Maintains all relevant records and ensures the completion of the daily cash log, bank deposits, and splitting of tips for their location.
- Monitors cash handling procedures and addresses over/shorts to minimize shrink/loss.
- Oversees the training process of all new partners on the Clumpies Retail Team at their location.
- Assists Retail Experience Manager in coaching and counseling partners as needed and in preparing Partner Performance Feedback forms.
- Ensures that merchandise is attractively displayed, and all areas of the shop are clean and well stocked to achieve favorable sales and cost of goods.
- Ensures that shops are kept clean and attractive to help present a favorable first impression to guests.
- Assists with the planning and execution of promotions and special events in their assigned shop.
- Assists Retail Experience Manager with leading and creating outlines for Team Meetings.
- Monitors and updates shop checklists, holding team members accountable to their assigned job duties.
- Performs inventory counts.
- Supervises portion control to minimize loss.
- Ensures all time and temperature controls are followed.
- Maintains a clean work area.
- Performs cashier duties, serves guests and prepares food as needed.
- Provides necessary direction to partners and ensures that partners perform their assigned duties.
- Serves as point of contact to respond to customer requests, feedback, and questions in the absence of the manager, doing so in a manner that reflects excellence and professionalism to achieve positive outcomes, keeping the manager informed of feedback from both guests and partners.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

## **Qualifications**

- Ability to become SERV Safe Certified.
- Ability to convey a professional image to guests.
- 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 lead a team of 30 people.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- 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.