

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>CLUMPIES ICE CREAM MAKER</i>	Team: Clumpies
Reports to: Clumpies Production Manager	Status: Full-Time, Non-Exempt

Summary

Assists Clumpies Production Team with the day-to-day operations of Clumpies Kitchen and production of ice cream and other products for Clumpies. This includes work on both hot and cold sides of the kitchens in creating baked goods, inclusions, sauces and ice creams. Also assists with the delivery and stocking of products in all Clumpies locations. Under the direction of the Production Manager the Ice Cream Maker 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 all parts of the production process, from setup and pre-operational inspection.
- Produces all products up to Clumpies standards and on schedule with Clumpies production 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 and Good Manufacturing Practices.
- Assists with placing orders, picking up orders, and supplies from local vendors.
- Complies with both Clumpies' and Rock City's employment policies and procedures.
- Maintains inventory and par levels of ice cream as requested by manager.
- Delivers ice cream to the store and wholesale customers in the Clumpies truck.
- Preps special event carts as needed.
- Informs Clumpies Manager or Team leader of any partner, factory and production, needs or issues.
- Performs other duties as assigned by management.

Qualifications

- Ability to convey a professional image to guests and partners.
- Experience in other food service and cooking preferred.
- Must be highly motivated and capable of working independently for extended periods of time.
- Ability to be Serve Safe Certified.
- Ability to read and interpret documents.
- Either has received or is pursuing a high school diploma or GED; or one to two years related experience; or equivalent combination of both.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to communicate and interact effectively in one-on-one and group situations.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using US currency.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- 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.