



# Managing Sweet Success

THE ROLE AND RESPONSIBILITIES OF WINFIELD CREAMERY MANAGER



## Winfield Creamery Manager Job Description

**Job Title:** Winfield Creamery Manager

**Reports To:** Owner

### Overview

We are seeking an enthusiastic and experienced Creamery Manager to lead our team and ensure a delightful experience for our customers. The ideal candidate will possess excellent leadership skills, a passion for customer service, and a knack for managing daily operations efficiently. This role requires a balance of overseeing staff, maintaining product quality, and driving sales.

### Key Responsibilities

- Staff Management:**
  - Recruit, train, and supervise staff members.
  - Schedule shifts and manage payroll.
  - Foster a positive and inclusive work environment.
- Customer Service:**
  - Ensure high-quality customer service is delivered consistently.
  - Handle customer inquiries, feedback, and complaints professionally.
  - Implement initiatives to improve customer satisfaction.
- Operations Management:**
  - Oversee daily operations, including inventory management, store cleanliness, and equipment maintenance.
  - Ensure compliance with health and safety regulations.
  - Implement strategies to enhance operational efficiency.
- Financial Responsibilities:**
  - Manage budgets and track financial performance.
  - Analyze sales figures and develop plans to increase profitability.
  - Handle cash management and financial transactions accurately.

- **Marketing and Promotion:**
  - Develop and execute marketing strategies to attract new customers.
  - Organize in-store promotions and events.
  - Collaborate with local businesses and community events for cross-promotional opportunities.

## Qualifications

- Proven experience in retail management, preferably in the food service industry.
- Strong leadership and team-building skills.
- Excellent communication and interpersonal abilities.
- Proficient in financial management and budgeting.
- Familiarity with point-of-sale systems and inventory management software.
- Ability to work flexible hours, including weekends and holidays.

## Benefits

- Competitive salary and performance
- Employee discounts on all products.

Join us in creating a fun and welcoming environment where both employees and customers can enjoy the sweet experience of our ice cream shop. If you are passionate about customer service and have a flair for leadership, we would love to hear from you!