



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!