

KEY RESPONSIBILITIES OF WINFIELD CREAMERY SENIOR SCOOPER

Job Title: Senior Scooper

Reports To: Owners

Availability: Must have continuous minimum availability of 1 weekend day per week (i.e. Saturday or Sunday) and 2 week days per week (Mon-Fri). Must either have availability to work morning and/or evening hours for minimum of 3-hour periods. Must maintain availability in order to maintain position.

Duties: Oversee the daily operations of the shop during your shift including but not limited to opening and closing of the store, managing and maintaining inventory, addressing customer questions/concerns, training and preparing new staff for their role, receiving training and implementing instruction, and cleaning and maintaining equipment, work spaces, and customer areas.

Training and Development: Provide on-the-job training for new hires and offer continuous support to existing staff to improve their skills and knowledge.

Customer Service Customer Interaction: Ensure customers have a positive experience by providing friendly, enthusiastic, and efficient service. Handle customer complaints, inquiries, and feedback effectively. Provide attentive and warm customer service.

Quality Control: Maintain high standards of product quality and presentation. Regularly check that all ice cream and toppings are fresh and stored correctly.

Operational Duties

Inventory Management: Monitor stock levels of ice cream, cones, toppings, and other operational supplies. Inform and coordinate with the owner to order new stock/supplies as needed.

Health and Safety Compliance: Maintain up to date Food Handler's Certification. Ensure all health and safety standards are met, including cleanliness of the shop, proper food handling, and maintenance of equipment.

Financial Responsibilities

Cash Handling: Manage the cash register, process transactions accurately, and ensure the cash drawer balances at the end of the day. Opening and closing the cash register, and depositing cash to respective financial institution.

Problem Solving

Issue Resolution: Address any issues that arise during the shift, whether they are related to staff, customers, or equipment. Use problem-solving skills to find effective solutions.

Communication

Shift Handover: Communicate effectively with other staff to ensure a smooth transition between shifts. Share any important information or updates.

By successfully managing these responsibilities, a senior scooper plays a crucial role in the smooth operation and success of Winfield Creamery, ensuring both employee satisfaction and customer delight!