JOB TITLE: Scooper

DEPARTMENT: Retail Operations

REPORTS TO: Store Manager

OBJECTIVES

To assist the Store Manager in the daily operations of the scoop shop. To work as a member of the scoop line team performing a variety of duties including scooping ice cream, handling cash, baking, cleaning and maintaining excellent customer service. To support and perform all job duties as directed by the Store Manager.

RESPONSIBILITIES

1. Accomplish the on-line duties of the scoop shop operations.
2. Accomplish the work activities needed to maintain and service the facility.
3. Participate in the orientation and training of newer Scoop Shop staff and in general store operations.
4. Assist in maintaining the daily operations for the store including store & staff appearance, customer service, cleanliness, compliance with all OH&S policies and procedures and operating standards, merchandising of gifts and production of waffle cones, cakes and baked goods.
5. Ensure that all opening and closing procedures are followed and executed in a timely manner.
6. Ensure the accuracy of daily cash transactions with customers.
7. Understand store cash handling policies and procedures.
8. Assist as requested by the Store Manager in the implementation of the store -marketing plan with an emphasis on marketing the store in the local community through innovative donations, catering, other off premise opportunities, and special event programs.
9. Actively support company safety goals by displaying consistent safe work behaviors.
10. Assist the Store Manager as assigned with ordering, receiving, storage and logging of all inventory items. Ensure all invoices as assigned are checked and discrepancies brought to the Retail Operations Manager’s attention.
11. Assist in the coordination and staffing of off-premise special events.
12. Learn all operating systems, products, flavours, and standards outlined in the Training Handbook, with an added emphasis on ergonomics and safety for scooping and other work functions.
13. Ensure customer satisfaction with friendly, timely service and proper product handling.
14. Ensure proper product portioning through daily scoop practice, tracking all lost product, and recording all product used on the daily ice cream inventory form.
15. Follow all cash register and cash handling systems established by the Store Manager to ensure the accuracy of all register and cash transactions.
16. Participate in store planning meetings with the Store Manager, Scoop Leaders and attend other meetings and activities as needed.
17. Fulfill all added responsibilities of Scoop Hosts during the peak times.