



CREAMERY SUPERVISOR

The Creamery supervisor will assist with scheduling, supervision of team members as well as with the day-to-day flow of the department. You will ensure a positive company image by providing courteous, friendly, and efficient customer service to customers and team members. This role will require you to thoroughly understand creamery, cashiering, and the understanding of what makes a great creamery and ability to train and supervise others to ensure the quality of ice cream in each cup. This position will report to the Creamery Manager.

PRINCIPLE DUTIES AND RESPONSIBILITY DETAILS:

- Follow through on all customer questions and requests regarding ingredients
- Greet customers as they approach the window
- Take orders while paying attention to details
- Be aware of new ice cream flavors
- Maintain correct cash drawer setup funds
- Receive and process payments (Cash and Credit cards)
- Keep the creamery area clean
- Check if equipment operates properly and report any maintenance needs
- Comply with health and safety regulations
- Communicate customer feedback to managers and recommend new menu items
- Reports inventory status of products on occasion
- Comply with and enforce all company policies and safety rules.

KNOWLEDGE, SKILLS, and ABILITIES:

- Must exhibit strong leadership skills and ability to train, mentor, and develop team members as needed.
- Must be self-motivated and solution-oriented with strong organizational skills.
- Hands-on experience with ice cream equipment
- Knowledge of sanitation regulations
- Basic math skills
- Ability to gauge customers' preferences
- Excellent communication skills
- Committed to customer service, training, retail excellence, and food safety with an eye for detail.

REQUIREMENTS:

- Must be at least 18 years of age.
- High school diploma required
- Flexibility to work various shifts
- Must be willing to work weekends, holidays, and varying schedules, as required
- Must be able to frequently lift and/or move 10 pounds and occasionally lift and/or move more than 50 pounds



CREAMERY SUPERVISOR

- Must be able to work independently and/or as a team in a fast-paced environment.
- Must be able to frequently stand, sit, walk, kneel, reach, climb, pull and bend with full range of body motion.

This job description is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned by leadership.