

The Local Scoop – Job Description for Manager for Parktowne Village Full-time

Description:

The Local Scoop is a fun ice cream shop for people to unwind and relax with friends and family while enjoying locally sourced, freshly made ice cream. As the Manager, you will be responsible for the traditional Team Member role; serving customers, cashing them out all with a friendly demeanor and speed. You will be responsible for weekly schedules based off of previous years sales to ensure you are adequately staffed without labor overages or shortages. You will complete daily and weekly inventory and submit weekly orders to various vendors. There will be hiring, training, ongoing coaching and feedback for the Team Members. You will act as a liaison between the staff and owner to ensure their concerns and requests are heard and addressed. You are responsible for having a fully staffed location and monitoring call outs and shift trades. The shop will need to remain clean and welcoming for all guests and crew. It will be important for you to be visible to the team and provide support for them and the shops through a positive manner, being on-time and prepared. You will need to work shifts where you do not have coverage, or if there is a call out and a replacement cannot be found.

Responsibilities:

- Managing performance of employees, including conducting performance evaluations, coaching, and discipline
- Assisting with the development of all Key Hourly employees, Assistant Managers, and Hourly employees by providing daily feedback on performance during one-on-ones
- Managing Team Members, creating schedules (based off of previous year's sales), approving shift trades, covering call outs
- Daily and weekly inventory and ordering product from various vendors
- Handle cash and credit card transactions swiftly and honestly via a POS system
- Money management for opening and closing shifts
- Ensuring side work is being done to correct standards, consistently and holding crew responsible as needed
- Making ice cream, cakes and novelties
- Overseeing the proper handling, maintenance, and storage of all items
- Understanding, managing, and practicing safe food handling procedures
- Managing food costs, tracking waste, and controlling labor costs
- Ongoing communication with owner to ensure they are aware of all aspects of the shop including any challenges, concerns, and successes
- Reviewing applications, interviewing, and hiring or making recommendation to hire employees
- Creating a safe, fun, and clean work environment for the staff in a manner consistent with our core values and operational goals
- Provide a positive atmosphere for Team Members and guests and find ways to celebrate each person

Requirements:

- **Available nights, weekends, and holidays (this is a must)**
- Previous restaurant experience and/or management experience a plus
- Must be older than 18 with reliable transportation
- Able to work last minute requests if team member calls-in
- Work with people from different backgrounds, ages, experience and beliefs in a respectable manner
- Able to move items weighing approximately 30 lbs.
- Able to scoop hard serve ice cream, serve soft drinks and make milkshakes
- High School Diploma or equivalent is required
- Must be honest with a strong desire to excel and internal motivation constantly improve

To Apply:

Visit www.thelocalscoopcharlotte.com/careers to complete the online application or download the application. Once completed email to info@thelocalscoopcharlotte.com.