

The Local Scoop

Team Member – Job Description

Part-time and Full-time Available

Description:

The Local Scoop is an ice cream shop that has been around for five years with three locations; Promenade on Providence, Parktowne Village, Downtown Matthews, and coming soon Rock Hill, SC. Our goal is to offer a fun place for people to unwind and relax with friends and family while enjoying locally sourced, freshly made ice cream. As a Team Member you will want to work in a fun place and respect people from all walks of life! The Team Member will welcome and engage with each guest in a respectful and courteous manner by responding quickly and efficiently to their requests. You will need to be able to work quickly under short deadlines while maintaining a friendly disposition. You will be responsible for stocking items, accepting payment with cash and credit, making change, and maintaining cleanliness of the store to exceed guest expectations. You will be the front face for the company and will need to be hospitable with a warm, genuinely welcome and always invite guests back. Must be able to work nights and weekends and holidays and have reliable transportation. Will need to be able to serve ice cream, soft drinks, and various items quickly and within correct portion sizes.

Responsibilities:

- Quickly greet and service guests
- Complete entire guest interaction, from greeting, order taking, serving and cashing out with a pleasant attitude and disposition
- Offering loyalty program to guests and inviting them out
- Using the cash register to ring guests up and complete the checkout process
- Ongoing stocking of all items used throughout shift
- Constantly cleaning guest area and workspace
- Complete nightly inventory
- Complete opening lists, ongoing lists and closing lists

Requirements:

- Know how to count money and make correct change
- Available nights, weekends, and holidays
- Work with people from different backgrounds, ages and experience
- Able to move items weighing approximately 30 lbs.
- Able to scoop hard serve ice cream for a minimum of 4 hours
- Able to stand for over 4 hours
- Stocking prior to rush and after rush
- Must be 16 years of age or older
- Be flexible with schedules and be able to work a few minutes over or under scheduled shift
- Reliable transportation
- Highly Social and outgoing
- Respect for food safety and ability to learn and apply food safety protocols
- Accountable & dependable
- Flexible and adaptable to change

To Apply:

Visit www.thelocalscoopcharlotte.com/careers to complete the online application.