Ice Cream Employee
EQUAL OPPORTUNITY EMPLOYER

NSB&C requirements for all positions: Provide excellent customer service, work well with a team and unsupervised, ability to pick up at least 30lbs, stand for long periods of time, and share our appreciation of the Adirondacks with all those who visit Natural Stone Bridge and Caves.

Responsibilities include but are not limited to:

1. **Meet or exceed** the *Expectations for All Personnel* as listed in the Employee Handbook.

2. **Participate** in start of season training and throughout season as provided by HR Director. Directly responsible to Ice Cream Shift Supervisor.

3. **Follow schedule** provided by Ice Cream Manager. Non-scheduled days off requires you to find coverage for your shift and clearing it with a Shop Shift Supervisor. More than 1 consecutive shift off (vacation) must be approved at least 2 weeks in advance. Approved changes must be posted. Failing to find coverage or show up for scheduled shifts is grounds for dismissal.

4. **Check** the memo board daily for updates, communicate with Shift Supervisor about shop needs.

5. **Learn and carry out**:
   a. *Opening and Closing Checklists*
   b. Customer greeting; ticket and ice cream sales; season pass promotion
   c. Food preparation and kitchen hygiene
   d. Fudge display, sales and clean up
   e. Counter set up and break down
   f. Restocking and inventory rotation
   g. Register close out
   h. Restroom clean up and litter patrol

6. **Assist** in completing *Ice Cream Daily Checklist, Shift Change Checklist, and Weekly Checklist*, and refer to Shop Shift Supervisors checking that tasks are completed to standard. Check the memo board daily for updates.

7. **Rotate and restock** all supplies used throughout shift.

8. **Record IC Cake orders** on the *Daily Logistics Sheet*, customers must pay at time of order (with credit card if ordering by phone). Notify IC Manager during this shift that an order was placed.

9. **Work cooperatively** with other employees to ensure all customers are promptly and courteously served.

10. **Bring issues or concerns** first to your Ice Cream Shift Supervisor and if needed, to the Ice Cream Manager to figure out a solution.

11. **Recognize “opportunities for growth.”** Management will conduct an Employee *Performance Review* at least once a season. They may follow the 3-strike system outlined in the *Employee Improvement Policy*. There are Zero-Tolerance transgressions that are considered grounds for immediate dismissal.

12. **Other duties** as assigned by management.