

I agree to fulfill the listed requirements of this position,
in addition to the general requirements of my Employment Agreement.

Name: _____ Date: _____

Signature: _____



Ice Cream Shop Manager

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 50lbs, 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. **Opening and closing** of Ice Cream stand for the season.
2. **Provide leadership** to new and returning employees. Role model efficiency and diligence for **all Ice Cream Employees and Ice Cream Shift Supervisor expectations**, use effective communication techniques, and provide outstanding customer service. Directly responsible to Chief Operations Manager.
3. **Responsible for overall quality control**; teach employees why consistency of service and product is important and ensure all employees meet expectations and follow set standards.
4. **Develop schedule**, assisted by IC Shift Supervisors. Approve changes presented by IC Sups (shift switches, dismissing employees early on slow days).
5. **Ensure** *Ice Cream Opening, Daily, Shift Change, Closing and Weekly Checklists*, are being utilized by Employees and held to standard by IC Shift Supervisors.
6. **Use Daily Logistics Reports** and Memo Board to track calls/needs/issues, follow through.
7. **Make Ice Cream Cakes** as ordered, receive notifications from employees as orders are placed.
8. **Troubleshoot** staffing issues, difficult customers, mechanical issues, etc. Act as contact person for machine maintenance, supply orders, and customers. Refer to COO as needed.
9. **Understand** the necessity of in-the-moment feedback and follow the company's *Employee Improvement Policy* to address new and returning employee transgressions.
10. **Use feedback** from IC Shift Sups on employees, in confidence for annual *Performance Reviews*. Collect employee and customer suggestions weekly, innovate what is beneficial.
11. **Track inventory and budget** of ice cream supplies, kitchen supplies, dry goods, paper products and soda. Communicate with IC Shift Sups about who is placing orders and when.
12. **Monitor and enforce** all food safety regulations. Be sure all necessary information is posted in building, and water samples are taken and delivered.
13. **Responsible for training** all staff in counting change boxes, register drawers, completing *Daily Sheets*, and Shift Supervisors doing register closeouts.
14. **Facilitate** the *Emergency Action Plan* in the event of incident or emergency, and inform higher management immediately. Ensure sure *Incident Reports* are filled out and given to CEO.
15. **Participate** in ongoing Management Team trainings, typically held once a month.