



ICE CREAM SHOP SUPERVISOR

Store Location: 1150 West Street, South Amherst, MA 01002

Department: Ice Cream

Job Status: Part Time or Full Time

Reports To: Upper management, Ownership

Grade/Level: High School Diploma or Equivalent preferred

Work Schedule: Day Shifts (10:45 - 3/4pm or close) **Must be Flexible**

Managers, Assistant Managers and Supervisors are expected to have weekend, weekday, day, evening & holiday availability. As part of the management team it is an essential function of the job to have management coverage each day of the week, including weekends.

Amount of Travel Required: Not applicable

Positions Supervised: Ice Cream Shop Employees

Experience: Previous retail or customer service experience (preferred)

Certificates & Licenses: ServSafe Certification & Allergen Awareness Training Preferred

SKILLS & ABILITIES

- Professionalism
- Communication
- Prioritizing Daily Tasks

OVERALL RESPONSIBILITY

- Customer Service
- Assisting customers with questions or directing them to someone who can assist
- Sales
- Serving customers at the window
- Cleaning/Sanitation
- Answering telephones
- Teamwork & communication
- Contribute to maintaining a clean and safe work environment

KEY JOB DUTIES (not exhaustive)

- Maintain regular and prompt attendance at worksite
- Perform other duties as assigned
- Uphold store policies and procedures as well as department policies and procedures
- Management team coverage 7 days a week
- Exemplary customer service
- Ability to multitask
- Hire and terminate employees as necessary
- Employee management (includes but is not limited to) training employees, disciplining employees, enforcing department & store policies and procedures, calling in additional staff when necessary, sending home staff when necessary, delegating tasks, filling out shift schedules.
- Communicate with department employees (verbally or in writing) about daily operations, department needs and daily concerns.
- Delegate duties to department employees
- Preparing a weekly department schedule
- Maintaining and updating ice cream menu
- Food preparation
- Proper operation of department cash register
- Ordering product and supplies on a regular basis (once a week or in some cases multiple times per week)
- Manage COG, payroll and inventory
- Regular cleaning/sanitizing of both soft serve machines and submitting required samples after cleaning.

Fill out an application at: <https://www.atkinsfarms.com/employment-application/>

Atkins Farms is a locally owned and operated business with locations in South Amherst, MA and North Amherst, MA. We strive to exceed our customers' expectations by providing the highest quality selections possible, locally produced and privately labeled goods as well as conventional and seasonal products. We provide a safe, clean and comfortable shopping environment, with exceptional customer service from a staff of dedicated and knowledgeable employees. Customer satisfaction is our goal. We believe that actively supporting community events and local organizations strengthen the community. Atkins Farms offers employee benefits and competitive wages based on experience and skills.