

Wild Scoops Job Description:

Shift Lead, 2026



Wild Scoops is a vibrant company that brings incredible ice cream to Anchorage while spreading joy and building community. We make all our own ice cream and specialize in local and adventurous flavors.

The Shift Lead has the principal responsibility of leading day-to-day customer service at Wild Scoops, scooping alongside the team while demonstrating and supporting a welcoming vibe at the shop. They assist with on-shift training and coaching of seasonal staff, and they are responsible for being well-versed in all Wild Scoops systems and protocols. They are the go-to leadership presence on a given shift and they help set the tone for the flow and the energy.

The ideal candidate will be a motivated and dependable worker, who is excited about developing their leadership skill set while helping train and coach others. We're looking for a strong communicator who is empathetic, collaborative, passionate about the customer experience and operational systems.

We are specifically looking for candidates who could begin in the spring to learn the ropes at Wild Scoops.

This position must be available to start by mid-May (with a preference given to earlier) and work through Sept. 12th. The position is expected to work 4-5 days a week in the summer (20-30 hrs) and be available evenings/weekends (our busiest times). You may reduce to 2+ days a week, working around school schedules in the off-season.

Position is: Hourly, Non-Exempt, Part-Time

Reports to: Shop Manager

Supports: Shop Manager, Shift Leads, Scoop Team, Expeditor

Supervises: Daily activity of Scoop Team

Pay: \$15 -15.75 base rate (+\$6-9/hr tips) → take-home pay of \$21-24.75/hr

Shift Lead Accountability:

1. Making daily decisions and problem-solving during the shift.
2. Keeping a ship-shape shop: clean, beautiful, inviting, and fully stocked.
3. Providing frequent and timely feedback to other staff (wording, service, etc.)
4. Ensuring the energy and vibe of the Wild Scoops shop is always welcoming and inclusive and that every customer leaves the shop having had an exceptional experience.
5. Opening and closing the till according to current best practices, restocking cash as necessary to maintain appropriate cash on hand.
6. Ensuring the completion of each day's routine cleaning tasks.
7. Accurately updating the inventory form at the end of the day.
8. At the end of the day, restocking freezers, following all first-in first-out (FIFO) procedures as well as restocking best practices.

9. Planning ahead for replenishing ice cream and transitioning to new flavors.
10. Tracking all daily use items (packaging, cleaning supplies, ice creams, office supplies) and accurately marking low counts in notebook.
11. Helping to refine and improve Wild Scoops systems and all aspects of the Wild Scoops ice cream experience.
12. Capturing and communicating team challenges and ideas to the Shop Manager and Assistant for follow-up, requesting updates as needed to support the team.
13. Accepting responsibility for the tone and energy of the team day to day, paying attention to team morale and taking steps to boost people up.
14. Continuing to develop leadership skills, reflecting on leadership as a craft, knowing personal strengths and areas for growth and seeking opportunities to learn.
15. Providing the Shop Manager regular formal and informal feedback on team member strengths and opportunities for improvement.
16. Serving as a Scoop Team Member by:
 - Communicating knowledgeably and engagingly about all menu items, including ingredients, flavors, allergens and sourcing.
 - Serving customers professionally, hygienically, and enthusiastically in a fast-paced work environment.
 - Encouraging customers to try new flavors to find one they'll love.
 - Working with the team to maintain an inviting and clean shop.
 - Continuing to learn about local foods and ice cream production.
 - Attending and participating in whole-team meetings.
 - Participating in training opportunities including taking shifts in the Test Kitchen to learn more about ice cream production and techniques.

TO APPLY: Fill out [this online application](#)