

Wild Scoops Job Description:

Midtown Scoop Shop Manager, 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 Scoop Shop Manager is the top leadership position in the Midtown Scoop Shop, which operates year-round. They are enthusiastic, inspiring and professional when it comes to creating a welcoming and positive environment for employees and customers. They are master problem-solvers, love interacting with people and hold themselves and others to high standards. They work frequently alongside their staff and do what it takes to have everything run smoothly onsite.

The ideal candidate will already have some leadership experience and be excited about further developing their management 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 a candidate who could begin in January to learn the ropes at Wild Scoops. You would work closely with the Retail Operations Manager to train and shadow, and then officially step into the role by late-February.

This is a year-round position. During training, pay will be hourly, but then transition to salaried, at 40 hours per week, starting in March. We are looking for someone who will intend to stay with Wild Scoops for at least 2 years.

Position is: Hourly/Salaried, Full-time/year-round

Reports to: Retail Operations Manager

Supervises: Assistant Shop Manager, Shift Leads, Scoop Team, Expeditor

Pay: Starting \$28+/hr; transitioning to \$1800-2300/biweekly

Manager specific responsibilities:

- Demonstrating consistent leadership, representing the company and shop with enthusiasm and poise, professionalism and positivity while continually reflecting on personal practice — recognizing strengths and areas to grow.
- Effectively planning and communicating the team schedule; balancing priorities including special events, employee requests, and anticipated retail traffic to ensure employee engagement.
- Trouble-shooting, problem-solving, or coordinating repairs as needed to keep everything running smoothly with the equipment and sites.
- Maintaining appropriate inventory levels and smooth product roll-outs by implementing and utilizing regular tracking, ordering, organization and stocking systems.
- Ensuring the shops are clean, orderly, beautiful and well-stocked, and that the team fulfills the company systems and expectations for maintenance and presentation.
- Developing the skills of the team through frequent real-time feedback and active leadership including encouraging, coaching, guiding, delegation, mentoring, and correcting team

members as needed. Taking proactive performance management actions when staff do not meet expectations.

- Communicating effectively and often with team members, ensuring all employees are current on company updates and changes to products, procedures or practices.
- Take initiative to create effective and efficient Scoop Shop systems; coordinating with Assistant and Shift Leads in training, implementing and supervising the systems to ensure their success.
- Alongside Retail Operations Manager – interviewing, hiring and training new hires as Shift Leads and Scoop Team members.
- Working closely with the leadership team to achieve success on product/flavor launches; support each other and problem-solve on a company-level and plan seasonal staff gatherings.
- Managing all cash resources with integrity, accurately counting and logging tills, making bank deposits and preparing future tills.
- Ensuring Wild Scoops standards of excellence are upheld on all levels of team interaction, customer service quality, and health standards.
- Serving in the on-call rotation, ensuring shops have access to the leadership team as needed evenings and weekends.
- Serving as a Shift Lead or a Scoop Team member alongside staff to lead by example, overlapping with all site staff on a weekly basis.
- In the off-season, may assist with coordinating Annex rentals, planning events and interactive components of the Scoop Shop, cross-training, as well as continuing leadership development and mentorship with staff.
- Maintain company systems through clerical office tasks like digital file organization, spreadsheet creation and manipulation, internal document/flier creation and use of our project management software.
- Maintain strong personal organizational abilities to juggle and prioritize multiple simultaneous tasks.

The ideal candidate will:

- Be passionate about serving in a leadership role, helping shape a small business, and cultivating the strengths and skills of other members of the Scoop team.
- Have 2+ experience in a leadership role, ideally food services/retail.
- Have 2+ years experience in food services and/or retail services.
- Have a reputation for excellent relations and communications with co-workers.
- Be comfortable using technology like spreadsheets, email and Google Docs/Sheets/Drive.
- Be interested in continuous learning related to food/ people/ business.
- Be able to effectively manage emotions and stress in the workplace to maintain positivity and enthusiasm.
- Have a ServSafe certification, or be willing to get one.
- Love ice cream! Love people!

Benefits

Besides a positive and upbeat work environment, starting position benefits include: flexible Paid Time Off, paid winter holidays (10 total), 3% match into SIMPLE IRA retirement, learning and professional development opportunities, regular performance reviews and raises, staff gatherings and discounts, and lots of free ice cream and experimental treats!

Equal Employment Opportunity

Wild Scoops provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Wild Scoops complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. Employment decisions at Wild Scoops are based on business needs, job requirements and individual qualifications. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful.

Ready to apply?

Write a cover letter that introduces yourself and your qualifications and addresses the following:

- Why do you want to work for Wild Scoops in this capacity?
- When are you available to start work? (and any weekly times you are unavailable?)
- What would you do to help build and promote company culture?
- What would be your first priorities in this role?

Email the letter along with a **resume** and **two professional references** to info@wildscoops.com.

Applications will be reviewed on a rolling basis.