

# Wild Scoops Job Description

## Production Lead, 2024



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

The Production Lead is a mid-level leadership position with the principal responsibility of leading day-to-day ice cream production at Wild Scoops, demonstrating and supporting a welcoming and enthusiastic vibe in the kitchen at all times. They will typically be supervising 2-5 Production Team members in preparing ice cream bases and add-ins, churning and packaging ice cream and other frozen treats. They cooperate with the whole kitchen team to keep operations running smoothly.

The ideal candidate will have 2+ years of kitchen experience, but above all will bring a passion for food and community, and good energy. They are detail-oriented and care about their craft, and are enthusiastic about being a part of a dynamic high-summer-volume kitchen operation that produces wildly delicious and creative products. They will possess excellent communication skills, and be able to multitask well, working well independently and delegating effectively. They will have a desire to work in a coach/trainer role to support teammates.

This position is 35-40hr/wk for the summer, May to Sept 6 (and may select 25-40hr for the off-season). We are looking to start training for this position in March. Anticipated work hours are 8-4 or 9-5 M-F.

**Position is:** Hourly, Non-Exempt, Full or Part-Time/Year-round      **Reports to:** Production Manager

**Supports:** Production Manager, Baking Coordinator, Production Team, Bake Team

**Supervises:** Daily Activities of Production Team

**Pay starting:** \$18-19 DOE (plus ~\$3+/hr tip share; take-home of \$21-22+/hr)

**Other benefits:** Accumulating flexible PTO, paid holidays, health care stipend, SIMPLE IRA 3% match, training and development, regular reviews and raises; chance to develop creative flavors in off-season, loads of free ice cream of course!

### Production Lead Accountability:

1. Making daily production decisions and problem-solving during shift.
2. Keeping a ship-shape kitchen: clean, efficient and high performing.
3. Effectively implementing the production schedule, as determined by the Production Manager.
4. Ensuring everything assembled in the kitchen meets labeling and sanitation standards.
5. Monitoring the kitchen's inventory of regular churning-related items -- including ice cream base components, add-ins, and packaging materials. Utilizing inventory efficiently and according to best practices to minimize waste.
6. Tracking daily use items, adding needed items to shopping list, and otherwise predicting and relaying upcoming stock shortages to the Production Manager in order to facilitate smooth production.

7. Engaging with the online schedule grid throughout each day as a means to record production intel and communicate with the Production Manager.
8. Training new hires, giving feedback and continuing to teach the Production Team, and recording training status on company grids to help all kitchen staff continue to gain new skills and knowledge.
9. Opening and/or closing the kitchen, delegating effectively to ensure all daily cleaning and maintenance tasks are complete.
10. Helping to refine and improve Wild Scoops systems and all aspects of the Wild Scoops ice cream experience.
11. 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.
12. Continuing to develop leadership skills, reflecting on leadership as a craft, knowing personal strengths and areas for growth and seeking opportunities to learn.
13. Capturing and communicating team challenges and ideas to the Production Manager for follow-up, requesting updates as needed to support the team.
14. Providing the Production Manager regular formal and informal feedback on team member strengths and opportunities for improvement.
15. Serving as a Production Team member by:
  - Cheerfully and efficiently completing daily tasks. Bringing enthusiasm and responsibility to the job every day and helping to maintain a positive vibe in the kitchen.
  - Fulfilling daily production schedules while keeping the weekly schedule and big picture in mind.
  - Assembling and packaging specialty frozen items.
  - Demonstrating the ability to work self-sufficiently on a list.
  - Maintaining the flow, pace and standards for excellence in the production part of the kitchen.
  - Operating with high respect for sanitation best practices; maintaining a clean and orderly kitchen area.

### **General Standards - Wild Scoops Team Members:**

1. Keep an extraordinary customer experience top of mind in all actions and have fun while we work!
2. Demonstrate respect for all people, celebrate diversity and build connections and community with others.
3. Contribute to ideas for new products, highlighting Alaska's unique flavors that create a sense of place.
4. Share our stories and the stories of our products to strengthen personal and community connection.
5. Continually improve our knowledge and skills in product and process.
6. Delight in the details of what we do, thinking ahead, planning our work, and following through on our plans.
7. Bring fresh ideas and opportunities for improvement to the company.

The job sometimes requires standing for up to 8 hours (with a 30 minute lunch break when working more than 6 hours) and lifting up to 50 pounds.

## **Benefits**

Besides a positive and supportive work environment, benefits fo include: Paid Time Off (available for year-round employees after 4 months of working), SIMPLE IRA with 3% match, health care stipend, paid holidays, regular performance reviews and raises and chance to help develop creative new flavors/products, paid learning and professional development opportunities, staff social events, 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.

## **To apply:**

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

- Why do you want to work for Wild Scoops?
- When are you available to work? (start/end date and weekly availability)
- How would you contribute to a positive kitchen work environment?

Email it along with a resume and three professional references to **info@wildscoops.com**. Applications will be reviewed on a rolling basis so we can fill the position and start training you!