

# Wild Scoops Job Description: Seasonal Assistant Shop Manager, 2024



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 Seasonal Assistant Manager has the principal responsibility of cross-training with the Shop Manager such that they can step in as needed as the lead authority and role model at the shop. They also act as a Shift Lead, leading day-to-day customer service at Wild Scoops, scooping alongside your team while demonstrating and supporting a welcoming vibe at the shop. They assist with training new staff and help to ensure everything runs smoothly at the shop.

The ideal candidate will have at least a year of leadership experience and be excited about 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.

This position must be available to start by early May and work through Sept. 6th. The position is expected to work 5 days a week in the summer (30-35 hrs/week).

**Position is:** Hourly, Non-Exempt, Part-Time/Seasonal

**Reports to:** Shop Manager

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

**Supervises:** Daily activity of Scoop Team

**Pay:** \$14.50-15.25 base rate (+\$6-9/hr tips) → take-home pay of \$20.50-24.25/hr

## **Assistant Manager Accountability:**

1. Cross-training fully in managerial tasks to be able to cover for Shop Manager when needed, including but not limited to such responsibilities as:
  - Making schedules, adjusting as needed, and responding to staff requests.
  - Maintaining appropriate inventory levels by implementing and utilizing regular tracking, ordering, organization and stocking systems.
  - Completing office tasks, like printing or laminating, while upholding company branding and aesthetic standards.
  - Communicating updates to Shift Leads and Scoop Team to keep everyone informed.
2. Serving as go-to resource for Scoop Team when Shop Manager is unavailable.
3. 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.
4. Ensuring the shop is clean, orderly, beautiful and well-stocked, that the team fulfills the intent and practice of company guidelines for maintenance and presentation.
5. Leading new hire on-shift training, working with shift leads on training expectations, ensure each employee's training grid is being filled out to completion within a predetermined window.
6. Providing frequent and timely informal feedback to other staff; documenting their strengths and areas for growth and discussing with management.

7. Managing cash resources with integrity and according to best practices, accurately counting and logging tills, making bank deposits and preparing future tills.
8. Working 3-4 night shifts a week skewed towards the end of the week so that you are a presence during some of our busiest times.

**In addition, the Assistant Manager serves as a Shift Lead and is accountable for:**

9. 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.
10. Trouble-shooting and problem-solving as needed to keep everything running smoothly.
11. Ensuring the completion of each day's routine cleaning tasks.
12. At the end of the day, updating the inventory form, restocking freezers, following all first-in first-out (FIFO) procedures and restocking best practices.
13. Planning ahead for replenishing ice cream and transitioning to new flavors.
14. Tracking all daily use items (packaging, cleaning supplies, ice creams, office supplies) and accurately marking low counts in notebook.
15. Helping to refine and improve Wild Scoops systems and all aspects of the Wild Scoops ice cream experience.
16. Capturing and communicating team challenges and ideas to the Shop Manager for follow-up, requesting updates as needed to support the team.
17. 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.
18. 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.
  - 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.

**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 flavors, 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.

## **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 includes the following:

- Why would you be excited to take on this Wild Scoops leadership position?
- Why are you a great fit for this role?
- What would be some of your first steps or top priorities in this role?
- When are you available to work? (start/end date and weekly availability)

Email the letter along with a **resume** and **three professional references** to [info@wildscoops.com](mailto:info@wildscoops.com).

Applications will be reviewed on a rolling basis.