

Wild Scoops Job Description

Scoop Team, 2022



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 Scoop Team plays a huge role in delivering exceptional customer service at Wild Scoops, bringing a welcoming and enthusiastic vibe to the shop at all times. If you like the hustle of a fast-paced and positive environment, this might be a good fit (and don't forget about the free ice cream!)

We look for employees who can work 4-5 days a week in the summer, including some evenings and weekends (our busiest times!) – shifts are typically 4-6.5 hrs, with occasional opportunities for 8 hours. Applicants must be able to work 10+ weeks in the summer, ideally through at least mid-August, with priority given to those who can work through at least September, switching to part-time as necessary. New hires will join in waves starting in early April to be ready for the summer! Leadership and internal growth opportunities available for long-term hires.

Work will be held at the following locations:

- Downtown Scoop Shop, 429 E St.
- Midtown Scoop Shop, 530 E Benson Blvd.
- Farmers Markets, Pop-ups and Special Events

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

Reports to: Shop Manager

Supports: Shop Manager, Shift Lead, Scoop Team

Supervises: N/A

Pay: \$10.50 starting (+ \$6-9 tips/hr; \$16.50-19.50 take-home/hr); regular reviews & raises

Must be: 16+ years old

Scoop Team Accountability:

1. Communicating knowledgeably and engagingly about all menu items, including ingredients, flavors, allergens and sourcing.
2. Serving customers professionally, hygienically, and enthusiastically in a fast-paced work environment.
3. Maintaining a positive attitude throughout the shift.
4. Sharing what's awesome about Wild Scoops: our flavors, our suppliers, our community.
5. Operating the cash register, following the company's cash handling protocols.
6. Working with the team to maintain an inviting, clean and well stocked shop, front and back.
7. Continuing to learn about local foods and ice cream production.
8. Attending and participating in team meetings.
9. Participating in training opportunities including taking shifts in the Test Kitchen to learn more about ice cream production and techniques.
10. Helping to refine and improve Wild Scoops systems and all aspects of the Wild Scoops ice cream experience.

The ideal candidate will:

- Have prior experience in a customer service or human relations role, or leadership with kids (i.e. camp counselor, teaching)
- Have a reputation for excellent relations and communications with co-workers or teammates.
- 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.
- Love ice cream! Love people!

Ready to apply? We're accepting and reviewing applications on a rolling basis starting in February so don't hesitate to get in touch! Fill out the **Scoop Team Application** and send it with a **resume** to info@wildscoops.com.