

# Wild Scoops Job Description

## Summer Scoop Team, 2023



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, especially evenings and weekends, our busiest times! Shifts are typically 4-6.5 hrs. Our summer season officially goes through Sept. 30th, though some employees may end earlier and others reduce shifts to 2x/week and work around school schedules as necessary. Most hires are seasonal, but we often have a few spots for awesome employees to stick around year-round, with leadership and internal growth opportunities available.

### **Work will be held at the following locations:**

- Downtown Scoop Shop
- 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:** \$17-20/hr take-home (\$11 starting wage + \$6-9 summer tips/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 energy and warmth 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 create and maintain an inviting, clean and well stocked shop that is fun and inclusive for our community.
7. Continuing to learn about local foods and ice cream production.
8. Attending and participating in team meetings.
9. Participating in training opportunities including possibly taking occasional 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 a reputation for excellent relations and communications with peers, teammates or co-workers.
- Be a proactive and quick learner with a strong work ethic.
- Be able to effectively manage emotions and stress in the workplace to maintain positivity.
- Love ice cream! Love people!

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