

# Wild Scoops Job Description: Delivery & Logistics Lead, 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 Delivery & Logistics Lead has the principal responsibility of keeping the Scoop Shops fully stocked with ice cream, specialty products, and supplies. They are responsible for understanding the needs of the shop, anticipating future needs and delivering product and materials before they are needed on-site. They load, transport and deliver products in a safe, timely manner with the Wild Scoops van. They also assist with other routine pick-ups and deliveries.

We're looking for a dependable, detail-oriented driver with a can-do attitude and a willingness to dive right in. If you communicate well with others and also enjoy working alone, take pride in an efficient system and a job done well, this might be a good fit.

The Delivery & Logistics Lead (DL Lead) position may either be:

- a) Part-time (~15 hrs/ week) and seasonal (start now through late April, work through at least Sept 14). The specific summer requirements are ~2-3 hours a day, 5 days a week (including some weekends), primarily between the hours of 7-10 a.m
- b) Full-time and seasonal or year-round, when combined with a Production Team job (see separate posting). 40 hrs/week in the summer and 15-40 hrs/week in the off-season (as desired). Shifts approx 7:30-4p, 5 days a week.

There is one Delivery & Logistics Lead and 1-2 support drivers.

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

**Reports to:** Production Manager

**Supports:** Production Manager, Shop Managers, Baking Coordinator, Production Lead

**Supervises:** N/A

**Pay:** \$19-23/hr, depending on experience

## **Expeditor Accountability:**

1. Communicating with the Shop and Production Managers as needed to coordinate successfully between available product and shop requirements.
2. Reading inventory program spreadsheets to assess each location's ice cream needs.
3. Documenting flow of product accurately and according to current protocols.
4. Loading the company van and transporting ice cream from the Test Kitchen to the Scoop Shops, following company food safety, sanitation and driving safety guidelines with high attention to detail. Bringing dishes back from Scoop Shop to Kitchen.
5. Unloading ice cream and stocking freezers according to best practices and to optimize space.
6. Practicing FIFO (First In, First Out) inventory management protocols consistently; leading other team members in understanding and implementing FIFO as needed.
7. Performing all other deliveries and errands as needed, including delivering recycling to the Recycling center.

8. Maintaining the company van, logging miles and damages, cleaning and sanitizing the interior, keeping the exterior bright and representing the company well, driving at least once weekly during winter, and coordinating scheduled maintenance.
9. Problem-solving to help everything run smoothly — identifying challenges, brainstorming solutions and presenting ideas to the leadership team.
10. Acting with great professionalism, security-mindedness and positivity.
11. Consistently reflecting on personal practice — recognizing strengths and areas to grow.
12. Possibly serving as a Scoop Team or Production Team member as needed and as discussed during interview or training.

**The ideal candidate will:**

- Have a valid driver's license and clean driving record (required).
- Be available mornings and weekends.
- Be extremely organized and detail-oriented with outstanding time-management skills.
- Have experience working with inventory or warehouse management, or developing/refining systems to maximize efficiency.
- Have the ability to drive van safely in a variety of weather and traffic conditions
- Have a reputation for excellent interpersonal and communication skills.
- Have a track record of dependability, responsibility and integrity.
- Be able to effectively manage emotions and stress in the workplace.

**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.

**Benefits**

Besides a positive and upbeat work environment, starting position benefits include: flexible Paid Time Off (for 20+ hours/week and year-round), 3% match into SIMPLE IRA retirement (for 20+ hours/week and year-round), ability to work autonomously, 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.