



Job Title

Seasonal Ice Cream Server

<u>Schedule</u> Tuesday – Friday, Days and Evenings	<u>FLSA Classification</u> Non-exempt, Seasonal (April – September)
<u>Reports To</u> Shift Lead	<u>EEO Classification</u> Service Workers
<u>Compensation</u> \$15 per hour, plus tips	<u>Travel Required</u> No

Position Summary

As a Seasonal Ice Cream Server at Edison’s Ice Cream, you will play a vital role in creating memorable customer experiences during our busiest months (April-September). Our seasonal servers focus on front-of-house tasks, including scooping, serving, and engaging with customers, while maintaining cleanliness and a welcoming atmosphere. Seasonal positions are perfect for those looking for a fun and dynamic job during the summer months that will build their customer service skills.

Key Responsibilities and Tasks

Customer Engagement and Service

- Greets and engages customers with a warm, friendly attitude, ensuring they feel welcomed throughout their visit.
- Provides samples and educates customers on our products in a friendly and approachable manner.
- Delivers exceptional customer service, assisting guests in choosing flavors, toppings, and addressing dietary needs.
- Promotes Edison’s mission by delivering positive, unforgettable experiences that reflect our values and brand.

Product Preparation and Handling

- Scoops and serves premium ice cream and related products, delivering each order with care and precision.
- Makes and stores waffle cones with attention to detail and consistency.

Operations and Cleanliness

- Handles cash and card transactions accurately using our POS system.
- Maintains cleanliness and organization in the scoop shop, including front-of-house areas and the waffle cone station.
- Performs daily cleaning tasks to ensure a tidy and hygienic environment for both customers and staff.

Assist with additional duties as assigned

Qualifications

- **Experience Needed to Be Successful**



- 1+ years of hospitality, food service, or retail experience is preferred.
- **Skills & Expectations Needed to Be Successful**
 - Exceptional customer service skills with a friendly and attentive approach.
 - Strong communication skills and a welcoming demeanor.
 - Ability to thrive in a fast-paced, team-oriented environment.
 - Availability for a minimum of four 5–6 hour shifts per week, including evenings and weekends, from April to September.
 - Reliable transportation to and from work.
 - Adheres to all policies and procedures outlined in Edison Ice Cream's Policy Handbook and Culture Handbook.
 - Communicates effectively and respectfully with coworkers, contributing to a supportive team environment.

Supervisory Responsibilities

The position does not have any regular responsibility for overseeing or supervising the work of other team members.

Independence of Action

Supervisor/manager closely monitors work; detailed instructions and procedures are generally provided.

Physical Requirements and Working Conditions

(The phrases "occasionally," "regularly," and "frequently" correspond to the following definitions: "occasionally" means up to ⅓ of working time, "regularly" means between ⅓ and ⅔ of working time, and "frequently" means ⅔ and more of working time.)

- The work environment is the typical food and drink restaurant environment. The employee must complete their work satisfactorily in an environment where there are significant distractions, including customers ordering and conversing, team members collaborating in close quarters, background music, the sounds of equipment in use, and interruptions to assist guests or coworkers. Employees may spend brief periods (about 5% of their shift) in a walk-in freezer with temperatures as low as 0°F. The role also involves exposure to waffle cone-making fumes (15%), working with water (10%), and occasional outdoor duties while line hosting. Work behind the counter is in a semi-confined space requiring movement in close quarters with team members.
- The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. In many cases, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to sit and frequently required use hands to finger, handle, or feel objects, tools, or controls. The



employee frequently is required to talk or hear. The employee is frequently required to stand, walk, reach with hands and arms, and stoop, kneel, crouch, or crawl.

- The employee must occasionally lift and/or move up to 50 pounds and should do so soundly and safely. This job's specific vision abilities include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements reflect the principal functions of the occupation described. They shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

I understand that receipt of this job description does not constitute or imply an employment contract.

I understand that my employment and compensation may be terminated with or without cause and/or notice, at any time, at the option of either the Company or myself.

I understand that the Company reserves the right to alter, amend, change, or terminate any responsibilities or other information provided in this job description at any time, with or without notice.

I understand it is my responsibility to read and perform all the duties and procedures outlined in this job description to remain employed. *I will notify my supervisor immediately if I cannot perform all of the responsibilities and procedures outlined in this job description.* I have familiarized myself with the information in this job description and will seek clarification if needed.

Employee Name

Date