



**Job Title**  
Ice Cream Server

<b><u>Schedule</u></b> Tuesday – Friday, Days and Evenings	<b><u>FLSA Classification</u></b> Non-Exempt, Part-time
<b><u>Reports To</u></b> Shift Lead	<b><u>EEO Classification</u></b> Service Workers
<b><u>Compensation</u></b> \$16 per hour, plus tips	<b><u>Travel Required</u></b> Yes

**Position Summary**

As an Ice Cream Server at Edison’s Ice Cream, you will be the heart of our customer experience, serving up not just scoops but memorable experiences. Our scoopers are enthusiastic, driven, friendly individuals who deliver unforgettable ice cream experiences at our flagship scoop shop in Old Town Fort Collins.

**Key Responsibilities and Tasks**

**Customer Engagement and Service**

- Greets and engages customers with a warm, friendly , ensuring they feel welcomed throughout their visit.
- Provides samples and educates customers on products in a friendly and approachable manner.
- Provides excellent customer service by helping guests choose flavors and toppings.
- Promotes Edison’s mission by consistently delivering positive, unforgettable experiences.

**Product Knowledge and Quality Assurance**

- Scoops and serves premium ice cream and related products, ensuring each order is made with care and precision.
- Maintains extensive knowledge of all products, including ingredients and flavor profiles.
- Pays close attention to customers' dietary restrictions and allergies to ensure safe service.

**Operations and Shop Maintenance**

- Handles cash and card transactions efficiently and accurately by operating the POS system.
- Makes and stores waffle cones to ensure a fresh supply for customers.
- Assists in restocking ice cream, cones, and other supplies as needed.
- Maintains cleanliness and organization throughout the shop, including behind the counter, the waffle cone station, and both front and back of house.

**Team Collaboration and Communication**

- Frequently communicates with coworkers in a respectful manner, providing and receiving feedback as needed.
- Works collaboratively to ensure smooth daily operations and a positive team environment.

**Assist with additional duties as assigned**



### **Qualifications**

- **Experience Needed to Be Successful**
  - 1+ years of hospitality, food service, or retail experience is required.
- **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 three 5–6 hour shifts per week, including evenings and weekends.
  - Reliable transportation to and from work.
  - Adheres to all policies and procedures outlined in Edison Ice Cream's Policy Handbook and Culture Handbook.
  - Ability to work shifts in the ice cream parlor or on location at events with the ice cream cart.

### **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 monitors work progress; incumbent follows precedents and procedures and may set priorities and organizes work within general guidelines established by supervisor/manager.

### **Physical Requirements and Working Conditions**

(The phrases "occasionally," "regularly," and "frequently" correspond to the following definitions: "occasionally" means up to 1/3 of working time, "regularly" means between 1/3 and 2/3 of working time, and "frequently" means 2/3 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**