



Job Title

Shift Lead

<u>Schedule</u> Tuesday – Friday, Days and Evenings	<u>FLSA Classification</u> Non-Exempt, Full-time
<u>Reports To</u> Store Manager	<u>EEO Classification</u> Service Workers
<u>Compensation</u> \$18 per hour, plus tips	<u>Travel Required</u> Yes

Position Summary

As a Shift Lead at Edison’s Ice Cream, you’ll oversee the operations of our scoop shop and/or ice cream cart during assigned shifts, ensuring the team delivers an exceptional customer experience while maintaining efficiency and organization. You’ll supervise Ice Cream Servers, ensure adherence to company policies, and take the lead in resolving challenges to create a positive environment for both customers and employees.

Key Responsibilities and Tasks

Team Leadership & Training

- Supervises Ice Cream Servers during shifts, providing guidance, support, and direction to maintain excellent customer service and operational efficiency.
- Assists in training new Ice Cream Servers, fostering a collaborative and enthusiastic team culture.
- Delegates tasks such as restocking, cleaning, and waffle cone production to ensure the shop remains clean and organized.

Customer Service & Engagement

- Leads by example in delivering warm, friendly service to all customers.
- Handles escalated customer concerns or special requests promptly and professionally.
- Provides samples and educates customers about product offerings, ensuring an enjoyable experience.

Operations & Compliance

- Ensures smooth day-to-day operations, including opening and closing procedures, cash handling, and POS system reconciliation.
- Enforces health and safety standards, ensuring compliance with food handling policies and shop cleanliness.
- Addresses operational issues or conflicts as they arise, escalating to the Store Manager when necessary.

Product & Inventory Management

- Maintains in-depth knowledge of all products, including dietary restrictions and allergy considerations, and ensures the team is equally well-informed.



- Monitors inventory levels during shifts, alerting management of shortages and assisting with restocking as needed.

Event & Special Operations

- Oversees preparation for off-site events, ensuring staff and supplies are ready for a successful operation.
- Scoops and serves premium ice cream and related products, ensuring each order is made with care and precision.

Assist with additional duties as assigned

Qualifications

- **Experience Needed to Be Successful**
 - 2+ years of hospitality, food service, or retail experience is required.
 - 1+ years of supervisory or leadership experience is preferred.
- **Skills Needed to Be Successful**
 - Exceptional customer service skills with a friendly and attentive approach.
 - Strong communication skills and a welcoming demeanor.
 - Strong organizational skills and attention to detail.
 - Familiarity with POS systems and basic cash-handling procedures.
 - Ability to thrive in a fast-paced, team-oriented environment.
 - Availability to work 35-40 hours 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 leads and trains employees most of the time performing the same or directly related work as those the position leads.

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