

BERRY BERRY GOOD FROZEN YOGURT

Shift Leader - Job Description

This role contributes to the store success by ensuring service experience standards are met and surpassed at all times during the shift. An additional component of this job is to assist the store manager and assistant manager with daily operating procedures such as promoting Yogurt and beverage sales, and supervising store staff development. Acts as a role model while providing guidance.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

Records and is accountable for store funds while running a shift.

Ensures all cash handing and cash register functions are performed in an accurate and consistent manner.

Coaches new hires through their learning.

Follows and directs others to follow store policies and procedures for operational flow at each station.

Ensures all company policies, store operating standards, and procedures are communicated effectively and maintained and followed in a consistent manner.

Organizes work throughout the store in a manner that facilitates efficient customer service.

Performs and directs other to complete the cleaning and operational tasks in accordance with the store Duty Rosters.

Follows and directs others to follow standards for merchandising, stocking, rotating and storing all products.

Places orders and performs special projects to assist with shift operations.

Assist in store scheduling and adjusts staffing to meet store and business needs during shift.

Pre and Post shift - closing and ; i.e. preparing and serving menu items, or opening shift responsibilities

Assist Store staff as a Team Member

Other task and projects as assigned

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Job Requirements

- To perform job functions with attention to detail, speed and accuracy, while working in a fast paced environment to carry out the job.
- Ability to multi task, prioritizes, organize and delegate work with follow through.
- Ability to be a clear thinker remains calm and resolves problems using sound judgment
- Ability to work under pressure of meeting productions schedules and timelines for customers and fellow workers.
- Ability to work an 8-hr shift in types of conditions pertinent to the job.
- Ability to perform job functions with minimal supervision
- Ability to work cohesively with co-workers as part of a team, and to motivate staff while maintaining a cohesive team.
- Ability to carry or lift items weighing up to 20 pounds
- Stand and move about the work area
- Handle food, objects, products and utensils
- Bending, stooping, kneeling
- Ability to adhere to dress code standards
- Will be required to work rotating shifts of day, afternoon and evening. Weekends, and/or holidays are also required: