

Store Name
Store Location

Team Leader Job Description

Job Title: Team Leader
Reports To: General Manager
FLSA Status: Exempt

Effective Date: TBD

Salary: TBD

Hours: 20-40 hours/week

Benefits: Leadership training
Opportunity for advancement

Job Summary:

A Team Leader will regularly exercise discretion in assisting the General Manager in managing the overall operation of the store. A majority of time is spent working in the kitchen on Made In Store production and supervising and directing the workforce.

Essential Functions

- Carry out shift change checklist to prepare for shift
- Access safe and stock drawers with change
- Support the sales staff with anything they need
- Go where needed most
- Keep the line fully stocked and the sales floor fully stocked
- Final say on conflict/decisions made during shift
- Authority to release team members in the event of bad weather/slow business
- Drive sales and anticipate needs before they arise
- Cover shifts (on short notice) when needed
- Looks to General Manager with questions
- Making change from the safe during business hours
- Step onto the sales floor, look at the store from the guest's perspective, and clean up-this means refilling drink bins, restocking shelves, emptying trash, picking up stuff off the floor, etc.
- Restock behind the counter during busy times-wash dishes, restock Ice Cream tubs, restock paper products, bags, cups, spoons, etc.-do what needs to be done to make your team win.
- Know what to do in the event that credit card machine goes down. How to check if POS is connected. What to do if the music or wifi goes down and who to contact.

- On opening shifts, run end of day reports, count drawers, make deposits, count tips.
- On closing shifts, make sure that the closing checklist is done completely and accurately.
- Handle questions that guests may have in more detail than a typical team member may be able to answer (i.e. be able to explain the process of some commonly cooked Made In Store items like caramel).
- Make sure par levels are being met in back stock in boxed and bagged items.
- Bring any disputes or issues between team members to management.
- Know the allergen statements and answer questions about nutrition correctly.
- Keep an eye on waffle cone levels and instruct someone to make them when low.
- Know how to change receipt paper at registers.
- Keep fraud prevention at the top of your mind. Never let anyone behind the counter that shouldn't be there-this means anyone who isn't employed with us.
- Look out for counterfeit money and step in when a team member questions if a bill is counterfeit or not
- Taking special orders including cakes
- Team leader in the event of an emergency will have the responsibility of contacting emergency services and providing a detailed report

Performance

- Positive attitude
- Take initiative
- Be assertive
- Product knowledge
- Friendly, outgoing personality
- Do your best

Team Unity

- Treat others like you want to be treated
- Open communication
- Zero gossip
- Shared purpose
- Servant mentality

Hospitality

- Make the guest feel like you're on their side
- Make the guest feel like you did something for them
- Customize the experience for each guest
- Model good hospitality for team members

Development

- Attend team meetings
- Participate in training as requested

Leadership:

- Act as a mentor and lead by example for the development of team members
- Self-Leadership and Self-Feeding
- Expose shift leaders to growth opportunities
- Recognize that people are our most valuable asset and place priority on developing people
- Create a fun work environment
- Establish goals for measuring standards for operation and personal development
- Encourage growth for the team members by demonstrating a commitment to personal learning
- Accept personal responsibility for personal decisions and actions
- Spontaneously recognize and celebrate team member success

Physical Demands:

The physical demands described here are representative of those that must be met by an team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the team member is:
 - § Regularly required to talk and listen.
 - § Regularly required to stand, walk, lift and/or move up to 50 pounds.
 - § Regularly required to use hands to touch, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch; and taste or smell; lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.