**The Center of Hope Foundation**

**Position Title:** Scoops of Hope Ice Cream Shop Shift Lead

**Reports To:** Scoops of Hope Manager

**Dept:**  Vocational

**Supervises:** Employees who work in the restaurant (staff and program members)

**Classification:** Hourly

**Hours:**  24 hours per week based on the schedule of hours of operation. This position includes evening and weekend hours, based on the needs of the restaurant.

**Job Summary:**

The Shift Leader plays a pivotal role in maintaining the operational excellence of Scoops of Hope. Working closely under the direction of the Ice Cream Manager, the Shift Leader ensures a seamless experience for both customers and team members. The ideal candidate is a proactive, communicative, and leadership-oriented individual passionate about customer service and capable of managing day-to-day shop operations efficiently.

**Responsibilities:**

* Leadership & Supervision: Provide leadership to all team members, acting as a role model in efficiency, diligence, and customer service excellence.
* Operational Management: Ensure completion of all shop checklists (daily, shift change, and weekly) and delegate tasks as necessary. Ensure all tasks meet the shop’s high standards.
* Training & Development: Train new staff in shop responsibilities as per the directives of management. Offer continuous training and guidance to all employees.
* Problem-solving: Handle staffing issues, difficult customers, and mechanical problems effectively. Manage overstaffing situations in consultation with management.
* Feedback & Improvement: Provide confidential feedback on employees for Performance Reviews. Innovate the shop based on constructive feedback from employees and customers.
* Inventory Management: Oversee inventory for all shop supplies and place orders as necessary. Ensure all kitchen operations comply with food safety regulations.
* Financial Responsibilities: Manage opening and closing financial tasks, including counting change boxes and overseeing register closeouts.
* Emergency Response: Lead the Emergency Action Plan during incidents or emergencies. Ensure accurate and timely completion of Incident Reports.
* Training & Development: Participate in ongoing Management Team trainings to enhance leadership and operational skills.
* Additional Duties: Perform other related duties as assigned by the Ice Cream Manager.

**Environment**

Scoops of Hope, an ice cream shop situated on Foster Street in Southbridge, is conveniently located in close proximity to the agency's main building. The shop boasts a newly renovated kitchen equipped with essential amenities such as ice cream equipment, a grill, fryers, and dry storage in the basement. Patrons can choose from window and counter service and enjoy their treats at either indoor or outdoor seating areas. However, during busy hours, employees may need to work in close proximity to others. The shop's ice cream-making equipment, blast freezer, and other essentials are stored less than 5 miles away at a separate location. Additionally, employees may be required to travel to different venues, both indoor and outdoor, for various events.

**Minimum Qualifications**

* High School graduate or equivalent
* Current Serv Safe and Allergen certified (preferred)
* Ability to work all seasons, variable/ flexible hours as needed including evenings and weekends with a possibility of Holiday hours
* Cash handling experience, experience scheduling and ordering equipment and all necessities for the operation of the business (paper goods, food, cleaning supplies, etc)
* Experience working with individuals with disabilities preferred
* Must be able to lift and move up to 50 lbs. at any time
* Ability to stand and walk for extended periods of time
* Valid driver’s license: reliable transportation
* Successfully meet all background screening regulations (CORI, SORI, Fingerprint, Drug Screening, and other background checks as required)
* Demonstrated ability to supervise and train staff members
* Experience in dealing with persons with disabilities preferred
* Excellent communication and interpersonal skills
* High attention to detail and ability to multitask
* A clear understanding of customer service principles
* Understanding of health and safety regulations in a food service environment
* Willingness to engage in community activities and promotions
* An attitude of patience, empathy, and enthusiasm
* The successful candidate will be committed to serving both the customer community and the Center of Hope program members, creating an inclusive and welcoming environment for all

**Minimum Competencies**

* To effectively communicate any concerns to the manager
* To effectively handle customer concerns
* To successfully obtain all necessary training as required
* Responsible for additional duties as assigned to follow the mission of the Center of Hope Foundation
* To adhere to all Agency policies

*Disclaimer: All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a threat or risk to the health and safety or themselves, other employees or Program Members. This job description in no way states or implies that these are the only duties to which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager (within guidelines and compliance with Federal and State Laws). Continued employment remains on an “at-will” basis.*

*The information listed above will be used to evaluate the employee’s performance on an annual basis, as specified in the Personnel Policies.*

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Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_