

Job Description: Shift Leader



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Wicked Slush wants every customer to get a smile and a welcome. Do you aspire to maximize your potential? Do you care about delivering a great guest experience? Do you want to give back to the community? As a supervisor you build leadership skills. Do you believe that Slush can bring a little happiness to people? Then we invite you to Team Up with Wicked Slush and have some fun bringing smiles to our community.

Reporting Relationship: Assistant Manager and/or General Manager

Primary Role: A Shift Lead is responsible for the overall shift operations, sales performance and execution of brand excellence in a store in the absence of Assistant General Manager and/or General Manager. Shift leads typically supervise a staff of 1 to 8 team members and carry out management responsibilities consistent with Wicked Slush Petaluma policies, procedures and legal requirements.

Essential Functions:

- ❖ Lead and manage shifts while acting as manager in charge of store. Inspire and coordinate team to handle rushes.
- ❖ Be a good communicator while leading the team. Uphold Wicked Slush Petaluma customer service standards. Effectively communicate with customers and team regarding Wicked Slush Petaluma Slushes, Swirl Ice Cream and other products.
- ❖ Coach, counsel and direct team members. Train new team members as required.
- ❖ Provide input to general manager and asst. general manager on team member performance issues. Shift readiness.
- ❖ Open and/or close store.
- ❖ Perform all safety and security tasks, i.e., alarms, two-person rule, as required to open and close the store.
- ❖ Perform all tasks related to Wicked Slush Petaluma operational standards. Be able to effectively work and act as a role model.
- ❖ Accountable for the customer experience on shifts.
- ❖ Follow all food safety, cash handling and operations procedures and policies.
- ❖ Coordinate and participate in deliveries.
- ❖ Participate in the interviewing and hiring process for new team members.
- ❖ Ensure proper financial accountability during each shift. Hand off shift to the next manager in charge or ensure the store is closed properly for the next day's opening manager.
- ❖ Perform all cash handling requirements of a manager in charge including close-outs, safe accountability and cash drops. Conduct inventories and process orders as required.

Essential Skills:

- ❖ Delegation. Clearly and comfortably delegates both routine and important tasks and decisions.
- ❖ Motivation. Creates an environment in which Team Members want to do their best.
- ❖ Invites input from each Team Member and shares ownership and visibility.
- ❖ Communication skills/coaching and counseling mindset. Actively listens.

Additional Info

Requirements:

- ❖ Must be 18 years of age
- ❖ Current Wicked Slush member or commensurate food/retail service experience
- ❖ Background and/or interest in leadership/management is highly desirable
- ❖ Current High School enrollment or High School graduate
- ❖ Computer skills including Microsoft software and register skills
- ❖ Able to lift 30-40 pounds regularly throughout a four to eight hour shift
- ❖ Embodies Wicked Slush Petaluma culture & values – will make a good representative to the Wicked Slush Brand (i.e. energy, fun, self-starter)