



# Now Hiring: **Team Leaders**

*Also known as mentors, teachers, adapters, rule enforcers, service gurus, and liaisons.*

## **As a Team Leader you will:**

- Live by Jubie's Mantra, "Think ice cream? Think Jubie's!"
- Learn how to explain the difference between Jubie's Creamery products and what makes them particularly unique from other stores
- Become an ambassador for the Jubie's Creamery Brand within the community
- Accurately and consistently take, input, and fulfill customer orders
- Become an expert at scooping, twirling, blending, and creating
- Prepare items for toppings, mix-ins, and other frozen treats
- Continuously exceed customer expectations
- Assist in training new Team Members
- Expertly handle customer and team member issues and complaints
- Manage and stock inventory at specified levels
- Assist in overseeing day-to-day operations and staff; monitor and prioritize workflow
- Fulfill opening and closing shift duties such as cash drops, running reports, and cash handling
- Delegate tasks appropriately and in a timely manner
- Properly respond to emergencies
- Become certified as an Ohio Food Handler through ServSafe Level 1 training
- Work in a fast-paced, always-changing environment
- Gain valuable, real-world business experience

## **Team Leaders MUST:**

- Be available to work on weekends, late nights, and some holidays
- Be available to work anywhere from 15 – 25 hours per week
- Have a passion for ice cream and a tremendous amount of enthusiasm
- Exemplify an entrepreneurial spirit and a creative mindset
- Understand and agree with the values of Jubie's Creamery
- Be able to adapt in unexpected situations
- Have experience in being a leader and exemplify appropriate leadership skills
- Promote and consistently maintain a team environment
- Effectively communicate with customers, team members, peers, and managers
- Maintain an appropriate presence on all social media accounts
- Not be afraid of long lines and hectic work shifts
- Have an eye for detail and aspire to remain busy
- Be willing to clean a LOT! Examples include windows, counters, floors, bathrooms, and kitchen

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- Follow all company policies as outlined in the Team Member Handbook and training documents
- Maintain a positive attendance record by reporting for assigned shifts at least 10 minutes early, finding replacements for scheduled shifts within the required time frame, requesting for time off within the required time frame, and having a 0% no call/no show record
- Have the ability to lift up to 40 lbs repeatedly
- Be efficient and accurate with money and figures

**Team Leaders will be offered:**

- A starting pay of \$11.50/hour plus tips with the possibility of performance-based raises
- Opportunities for increased responsibility and job advancement in a growing company
- The ability to provide feedback for improvement
- A collaborative work environment that is fun, inviting, and ever evolving
- An opportunity to invest in a 401(K) retirement plan once company requirements are met
- Periodic product offerings including an Employee Discount

At least one year of customer service experience is recommended, but not required. If you are interested in working for Jubie's Creamery, go to [www.jubiescreamery.com](http://www.jubiescreamery.com) and apply online **OR** print out the application and mail a completed copy along with your resume (if you have one) to the address on the top of the first page of the application. If you prefer to email, you can send a scanned copy of your completed document to the email address on the first page of the application. Don't forget to include your resume if you have one.