

## PELICAN'S SNOBALLS – Cornelius, NC and Kings Mountain, NC

### SHIFT LEAD/MANAGEMENT-TRACK JOB DESCRIPTION

You must be at least 18 years of age, willing and able to take the LEAD in learning the position AND guiding others on effectively performing tasks required to be considered for this position; otherwise, refer to Team Member's Job Description (you must be 17).

This position is a Shift Lead/Manager-in-training position and is responsible for ALL aspects of the Team Member's position AND eventually the following (after specialized training):

#### ASSISTANT MANAGER RESPONSIBILITIES:

- Responsible for directly assisting the Owners in the day-to-day operation of the store via in person, text or telephone calls; also setting the pace of the day under direction of the Owners
- Take the lead on the cutting of ice, filling of flavors and the cleanliness of the outside tables, patio and parking lot, creating the simple syrup - *either by delegation to team mates or performing these tasks* to make sure all tasks are completed successfully in a timely fashion
- Will to lead day-to-day tasks with team building and encouraging team members to be productive and proactive in making sure guests are happy with their service and product
- Take the lead on opening and closing procedures (under direction of the Owners via in person, text or telephone calls); this position is held responsible if a task isn't complete or if it's not completed correctly
- Assist and take the lead on keeping track of the supplies in the store and make sure items are brought in from the outside storage room as needed
- Bring any issues/concerns to the Owners and potentially assist with trouble-shooting for solutions via in person, text or telephone calls
- Always serve customers with a smile!

#### REQUIREMENTS:

- Must know how to successfully learn and perform ALL aspects of the store's operation which include: pulling, cutting, refilling of ice from ice block maker, filling of ALL flavors (including creams and special mixes/flavors), making simple syrup, methods to working the line faster in ANY position while on the line and assist with guiding the Team in doing so.
- Take the LEAD in keeping an immaculate shop

Physical Demands: The physical requirements for all positions are hearing, speaking, seeing, bending, reaching, lifting up to 45 pounds, and being able to stand for 4 to 8 hours, or the ability to accomplish the physical requirements with or without reasonable accommodations.