

# PELICAN'S SNOBALLS STORE TEAM MEMBER JOB DESCRIPTION

## Kings Mountain, NC and Cornelius, NC

We are looking for a fun, friendly person to work at our stores

The right person will be outgoing, full of energy and responsible for maintaining a fun-loving atmosphere paired with excellent customer service. The ideal candidate will strive for excellent customer service at all times, and be sure to remedy any problems that may occur quickly.

### TEAM MEMBER RESPONSIBILITIES:

- Greet customers, take their order for snoballs: 4 different sizes and over 100 flavors
- Create and serve a variety of snoball treats in a very high-demand environment
- Working the cash register for cash and credit-card transactions
- Possibly attend and serve customers at events away from the store location
- Ensure that customer service is at its highest quality at all times
- Answer any questions they may have on the product
- Maintain a high level of sanitation while working with food at all times
- Maintain a clean and safe working environment; including the cleaning of restrooms and sweeping grounds
- Open and close store, ensuring all tasks are completed
- Serve with a smile!

### REQUIREMENTS:

- **Must be at least 17 years of age**; consideration will be given to those who will be 17 by June 1st of the season applied
- Must be available to work weekdays and weekends: morning, afternoon and evenings shifts available; highest consideration will be given to applicants with *flexible availability*
- Willingness to keep an immaculate shop
- Strong interpersonal and problem-solving skills
- Ability to act with a "customer comes first" attitude and deliver customer service that meets or exceeds customer expectations
- Have personal, reliable transportation and be punctual

Physical Demands: The physical requirements for this position 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.