



## **Title: Ice Cream Attendant**

### **Description**

The ice cream attendant's role is to ensure that each and every customer is served in a friendly, professional, and timely manner. This includes greeting customers as they approach the facility, processing customer orders through the POS system, and fulfilling customer order including scooping ice cream, making milkshakes, and making sundaes. The ice cream attendant is usually the last "face" the customer sees, leaving a lasting impression of the shop. This person will process customer transactions, resolve customer issues, and maintain the ice cream shop by assessing and completing necessary cleaning tasks.

### **Responsibilities**

- Greet all customers in a friendly and welcoming manner.
- Fulfill customer requests with ice cream purchases.
- Prep and serve all offered ice cream dishes, including scoops, sundaes, and milkshakes.
- Record customer orders into the POS System.
- Identify customer issues/complaints and take necessary steps to correct them.
- Perform returns and special transactions through the POS System.
- Keep the ice cream shop stocked with all necessary items.
- Clean and organize the ice cream shop when necessary.
- Maintain and clean the dipping cabinets and keep frost levels down and eliminate cross-contamination
- Assist assigned maintenance staff with outdoor cleaning if necessary
- Notify management of all customer and POS System issues.
- Perform other related duties as requested.

### **Minimum Qualifications**

- Minimum Age: 16 years
- Previous Experience: None
- Reliable Transportation
- Able to Use POS System
- Able to Lift Minimum of 30lb