



Team Leader

Get ready to dive into the world of our famous ice cream flavors and deliver the kind of family-friendly service that makes us the talk of the town. We are seeking honest and detail-oriented self-starters with excellent customer service skills. Experience in food service management is a plus.

Our Team Leaders are an extension of our quaint retail locations. We ask our Team Leaders to:

- Work as a team, inspire fun and lead productive shifts. It gets pretty busy in the season so keeping a positive attitude in a busy, fast-paced environment is important.
- The Team Leader has daily tasks that require a superhero to multi-task, prioritize and handle everything with a sense of urgency.
- Assist the Store Manager and the Assistant Manager(s) in supervision of employees in every phase of product preparation and in providing exceptional customer service.
- May be involved with training and oversight of new staff. We want someone who knows how to exemplify amazing customer service and expertly scoop ice cream
- Ensure that the store is properly stocked with not only our dreamy delights but napkins, spoons (how else can you enjoy ice cream?), and other items. Additionally, our Team Leaders follow protocols and processes for opening and closing of the store. Throughout the shift, this position is responsible for handling money, monitoring cash flow and reconciling/closing the registers at the end of the day.
- Ensure store compliance with health and safety regulations and maintenance. Be committed and lead the charge to maintaining the cleanliness of the store.
- Serve customers. (Trust us, ice cream customers are the happiest customers!) Respond to customer complaints and concerns in a professional manner.
- Enforce all company ice cream recipes and policies. Our reputation is supported by the quality of our ice cream and the friendliness of our employees!
- Undertake store administration duties when the Store Manager and Assistant Store Manager are not available. Communicate frequently with store management.

Applicants must:

- have a flexible schedule, be willing to serve on nights, weekends and holidays
- have a valid driving license and a good driving record
- have a high school diploma or GED equivalent

If this describes you (and if you have a hankering for a scoop of our Columbus Crunch), we'd love to meet with you about this opportunity. Please complete the [application online!](#)