Retail / Sales at Muddy’s

What is the job, in a nutshell?
Love & serve our community by hosting outstanding retail experiences for our guests! Ensure that their Muddy’s visit is safe, clean, friendly, efficient, and positive. Build customer loyalty by making sure each guest is thrilled with their experience at Muddy’s.
*Some retail staff, esp FT, also work kitchen shifts. Please discuss with hiring manager.

What skills & characteristics do I need?

- enjoys welcoming & interacting with many people each day
- prompt & reliable; strong attendance record
- stays calm under pressure; stamina, patience, & positive attitude
- ability to maintain enthusiasm & energy in a fast paced, sometimes hot, environment
- can smoothly & confidently guide guests through the shopping experience
- proactively learns about products, methods, etc to share information with guests
- outstanding cleanliness & sanitation habits (both personal and place)
- daily actions demonstrate teamwork, cooperation, and professionalism
- conveys enthusiasm & welcome, even while wearing a face mask
- able to safely: -lift 30 lbs throughout shift -bend, twist, & reach -work on feet for 8+ hrs -work around nuts, dairy, coconut, soy, chocolate, flour

What are my responsibilities?

On-shift tasks typically include

- seek out guest interaction: welcome, greet, and thank guests proactively
- operate register (purchases, refunds, gift cards, etc) and complete close-out reports
- take guest orders and assist with purchases at counter, on the floor, on phone, and online
- help guests pick up their pre-orders and check for order accuracy
- set guests up for success by clearly & kindly communicating where things are, how things work, and the information they need to have a great shopping experience
- eagerly communicate product knowledge & what makes our products special
- suggest products to suit guest wants and/or complement product choices
- grind, brew, and serve drip coffee
- frequent, thorough cleaning/sanitation of surfaces, equipment, etc
- stock retail items & tidy inventory
- assist with back-of-house tasks such as packaging finished products & scaling ingredients
- other relevant tasks as assigned by manager

What else is expected of me?

- project friendly, positive energy throughout each shift
- actively participate in team meetings & workshops
- communicate pro-actively with your manager
- practice excellent workplace safety & etiquette and complete Serv-Safe food safety training
- skillfully navigate the physical spaces with safety in mind
- give & receive feedback graciously
- maintain neat, tidy personal appearance in line with dress code
- stay informed on our 3 bottom lines and contribute actionable ideas for improvements
- take ownership of your actions, experience, and growth!
ESSENTIAL DETAILS

What is my schedule? Retail hours vary; our normal operating hours are Tue-Sat 5am-7pm. We are currently open to the public Thu-Sat. We strive to stay in the sweet spot of schedule stability for staff + flexibility to deliver great results for the customer and team.

- Full time: Tue-Sat (includes some kitchen work) / Part time: Wed-Sat or Thu-Sat
- All Muddy’s employees are expected to work most Saturdays- no exceptions.
- We do NOT grant time off the week before Thanksgiving or the week before Christmas (we do close for the holidays) … it’s all hands-on deck!
- We rarely work late nights and everyone is off Sun/Mon

How am I compensated?

- Starts at $12.50/hr
- Earn increases: complete 90 day seasoning and develop skills/performance (ie: increase speed & knowledge, inscribe cakes, food truck, etc)
- Perks available from day 1: begin accruing PTO, Memphis Plan healthcare, ServSafe reimbursement
- Perks available after 90 days: Staff bonus program, Staff discount, Continuing education opportunities, My City Rides scooter purchase program, Work shoe reimbursement/ allowance, Retirement match program (after 1 year)

Who SHOULD apply?

This job might be a GREAT fit for you if...

- making guests feel like they were the best part of your day is your jam
- you LOVE learning people’s favorite items, the names of their kids, etc
- you enjoy learning how to improve and welcome feedback
- busy days, long lines, and lots of people energize you
- you notice & take action on details like trash on the ground, crumbs on tables, etc
- you eagerly find productive things to do during down time
- you are looking to be challenged & develop new skills
- you love hospitality, but prefer a retail environment to waiting tables
- you value being part of a healthy, professional, enthusiastic team

You probably won’t be happy in this position if...

- a long line of people easily overwhelms you
- you get easily frustrated/annoyed working with the public
- learning details about products & processes sounds boring
- smiling for hours wears you out
- bending, lifting, and walking briskly throughout a shift sounds exhausting
- you’re looking for a short term/temporary job (less than a year)