



Cupcake Concierge - All Seattle & Eastside Locations Exciting Opportunity to join our party!

About the Cupcake Concierge Position

This job contributes to Trophy Cupcakes' success by giving us an incredible opportunity to be the first person that our customers interact with. By representing the brand to our customers, you can directly impact our company and the overall customer experience.

Our Cupcake Concierge is a party perfectionist who's equal parts whip-smart, creative, process-minded, and a mastermind with the details. Your ability to provide exceptional customer service and contribute to the company's vision by maintaining the highest service quality while consistently creating a clean and inviting environment for our customers is the recipe for success in this role.

The Cupcake Concierge will have the following responsibilities:

- Consistently deliver the Trophy Experience by providing exceptional service to our customers in our shops
- Contribute to a positive, nurturing team environment that upholds the mission and values of Trophy Cupcakes.
- Learning the quality expectations and flavor profiles of all of our menu items and ensuring that standards are met or ideally exceeded
- Building relationships with our customers and your peers, creating a positive and respectful work environment
- Working with the team to keep the shop super organized and sparkling clean
- Consistently and proactively look for innovative ways to drive revenue.
- We'd Love to See that You Have:
- Demonstrated commitment to high standards and an eye for fine detail
- A people-friendly, team-oriented, and cheerful disposition (good vibes only)
- Ability to work an eight (8) hour shift on your feet
- WA food handler's card (or ability to get one within your first two weeks)
- We'd Love To Hear From People With
- A belief in Trophy Cupcake and Party's core values and mission
- Drive to develop themselves and others
- Experience delivering exceptional customer service in a fast-paced environment
- Demonstrated commitment to high standards and an eye for fine detail
- Ability to build relationships and embrace change
- A people-friendly, team-oriented, and cheerful disposition
- Ability to work an eight (8) hour shift on your feet
- WA food handler's card (or ability to get one within your first two weeks)
- Ability to make decisions, self-solve, and deal with ambiguity

Compensation:

The total pay package for this position aligns with our commitment to champion financial wellness, security, and professional development for all of our employees.

This includes:

- \$21.50+ per hour (base wage + we guarantee the first \$5.00 per hour in tips)
- Very low premium, high-quality medical insurance
- Paid sick leave and accrued PTO
- The chance to get work with a local, woman-owned company that believes in inspiring celebration, spreading kindness, and delivering joy...one sweet treat at a time.
- Unlimited access to both one-on-one coaching and regular professional development events with our dedicated executive coach
- One paid volunteer day to make an impact in your chosen community
- Employee discount on all of our products including \$100 in free products per quarter

*At Trophy Cupcakes we are taking every precaution to ensure a safe workplace. We are following federal health and safety guidelines as well as guidance from our state and local governments.

Note: Both Full-Time and Part-Time positions are Available