



General Manager

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| Position Title | Department | Reports to |
| Scoop Shop General Manager | Retail | Director of Retail Operations |
| Employment Status | FLSA Status | Last Updated |
| <input type="checkbox"/> Temporary X Full-Time <input type="checkbox"/> Part-Time | Non-Exempt X Exempt | 2022 |

About Our Company

McCConnell's Fine Ice Creams was founded in Santa Barbara, California in 1949. Now in our third generation of family ownership, we make our ice creams as we always have - from scratch - using Central Coast, grass-grazed milk & cream and the finest local, sustainable and organic ingredients, from partner farms & purveyors we've worked with for decades. No preservatives. No stabilizers. No additives. Ever. A 70-year, sweet legacy of keeping it real.

Job Summary

The Scoop Shop Manager is responsible for the day-to-day operations and customer service of the Scoop Shop; including Profit and Loss responsibility; employee recruitment; scheduling and management; food safety; inventory; regulatory compliance; reporting; and store efficiency and optimization. This is a job for an energetic, positive-minded person. Someone that hustles, has great communication skills, is naturally upbeat and welcoming. The ideal candidate is also able to motivate, discipline, direct, mentor, coach, support and encourage their team towards success.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

Company Culture/Team Management

- Participation in the larger McC's community & involvement in company culture
- Commitment to continued training and learning
- Recruit, hire, train, supervise, coach, support, and counsel all Team Members
- Ensure Scoop Shop is appropriately staffed at all times (including management of employee Time Off requests)
- Proper training and retraining of employees at every level in a timely manner

- Ensures proper and thorough training of register and cash handling with all staff
- Recognizes talent and promotes employees accordingly alongside Director of Retail Operations •

Ensure all Team Members take appropriate breaks

- Willingness to go the extra mile for the Team and customers alike
- Provides leadership of a professional, unique, and extraordinary Team Member and customer experience •

Works to foster team growth and group morale

- Leads weekly check-ins with all staff members
- Leads store meetings as needed
- Attends weekly, monthly, and quarterly Management meetings and trainings as needed •

Responsible for ensuring employee Serv Safe certifications are up-to-date

- Compile work schedules and reports
- Reports Human Resources issues to McC's Corporate (including documentation of any and all disciplinary action)
- Timely completion and submission of onboarding and exiting documents
- Remains flexible with needs of the business in regards to ever evolving protocols and procedures •

Open to feedback and constantly striving to learn and grow as a leader

Store Operations

- Ensures the physical conditions of the store are consistent with McConnell's brand • Maintains store organization and cleanliness, as well as Department of Health standards at all times • Maintains and makes sound decisions for longevity of all store and IT equipment
- Able to help drive and focus sales efforts as well as marketing initiatives
- Mastery & understanding of all product and company knowledge
- Ensure shop is in compliance with all local, state and federal regulations
- Mastery of essential functions of all roles at the Shop including scooping and other tasks to ensure great customer service
- Control inventory and purchase spend management
- Enforce McC's corporate policies and procedures
- Plan, organize, coordinate, and manage ice cream preparation and sales operations • Communicate with Store Team and McC's Corporate to implement changes, issues, and concerns relating to ice cream menu items, service, menus, recipes, policies, operational procedures, facilities, and equipment
- Maintain Quality Control for recipes and portions
- Ensure POS is updated with accurate items and pricing
- Maintain and report to McC's Corporate all applicable reports and logs, including but not limited to, receiving logs and packing lists, inventory control logs, and other reports as requested
- Preparation of store for quarterly shop audit - cleanliness, inventory, etc.
- Timely and accurate submission of payroll, tips, and all shop related administrative tasks • Oversight of Shop Profit and Loss Report specifically Revenue, Cost of Goods (COGS), Maintenance Costs, and

Labor

Additional Notes/Schedule Requirement

- This is a full time, exempt position with an expectation of 40 hours or more per week • Occasional overtime will be required
- Open and flexible availability a must
- Weekly schedule will be determined in conjunction with the Director of Operations and the business needs of your store. The Scoop Shop Manager will need to be available to work alongside the team during peak times (for the Ice Cream industry this is typically holidays, evenings and weekends -but can vary by location).
- Managers are required to work **no less than 51% of the time in an administrative and management capacity**, and no more than 49% of the time in FOH capacities
- It is expected that proper manager/employee boundaries are maintained regarding communication, company messaging, etc.
- It is expected that Scoop Shop Managers serve as back up for coverage for and collaboration with other Scoop Shop Managers – including those outside of primary area
- Travel to/from other locations and main office will be required periodically/as needed for business, training, and team building purposes (including but not limited to refraining from “gossipy” and negative discussions/behavior)

Minimum Qualifications

- Minimum 1 year (2 years preferred) management/leadership experience in a high-volume food service environment
- California Food Handler's Card - ServSafe Manager Certificate (required 60 days after hire)- a plus if you already have one
- Basic math and computer skills and working knowledge of MS Office
- Firm belief in the value of being genuinely hospitable to all customers
- A commitment to creating a hospitality driven culture within your shop
- Have strong written and verbal communication and leadership skills - leads by example • Ability to adapt to a flexible schedule according to business needs - incl evenings, weekends, and holidays
- Detail oriented
- A basic understanding of P&L statements
- A natural problem-solver, enjoys a challenge, and is able to be flexible and adapt in any situation while maintaining a positive attitude
- Loves and/or has great respect for ice cream - Especially the *finest* ice creams
- Must have a valid Driver's License and car insurance
- *Must be legally authorized to work in the U.S*

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Physical Demands and Work Environment

- Ability to stand for lengthy periods of time
- Climbing up and down ladders or stairs from time to time
- Ability to lift up to 50 pounds
- Ability to work more than 40 hours per work week and up to 12 hours per day
- Ability to travel by vehicle to various locations on occasion

Working Environment

- Exposure to extreme cold when working near freezers
- Dress code is appropriate casual - McConnell's uniform

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Received and accepted by: _____

Name & Signature: _____

Date: _____

Director of Retail Operations Name and Signature: _____

Date: _____

McConnell's is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.