



## **FRANKIE & JO'S REGIONAL SHOP MANAGER**

### **JOB DESCRIPTION**

Work directly with: Co-Owners/CEO, Culinary Director, Shop Managers and scoop shop team  
Manages: All company shop operations (currently 4 locations), Events & Catering  
Hours: Thursday-Monday 40+ hours a week

Frankie & Jo's is a plant-based ice cream company whose mission is to radically shift the way people think about ice cream. We are steadfast and committed to making the most delicious and creative plant-based ice cream and giving our guests attentive and nurturing customer service. Our company wants to make a positive impact on the communities of people, animals, and plants everywhere.

**YOUR MISSION:** To make sure that all Frankie & Jo's shop operations run smoothly and efficiently, all day and every day while increasing profitability. It is your goal to ensure our employees and guests are cared for, happy and inspired while maintaining and building Frankie & Jo's culture and brand identity.

**MEETINGS:** You will have 1- 4 meetings per week, one with the owner(s), one with each shop manager(s) and a collective shop Manager Meeting, and one with the Culinary Director. You will have an all management meeting twice per month. You will have bi-yearly reviews.

### **MAIN RESPONSIBILITIES**

- Manage logistics in areas of need (shop openings logistics, customer service training and troubleshooting, creating systems to better our business needs, etc)
- Train and educate our staff both in person and through training documents on how to appropriately convey our community message to our customers that is aligned with our company mission and values
- Managing and maintaining current relationships with charities and community partnerships
- Establish and maintain a giving culture and finding new organizations to partner with that are inline with our brand
- Maintain current event schedule/program
- Grow events/catering program
- Create goals/budget for our business growth within projects you have created
- Maintain the Frankie & Jo's spirit and mission, always
- Take on projects that are inline with your skill set
- Be a self-starter -- have an idea, make it happen!
- Educate current and new employees on our standards of customer service
- Responsible for all events and catering team
- Work with Marketing Manager to execute larger marketing events

**QUALIFICATIONS**

- 3+ years experience managing a team in a retail location
- 2+ years of food service experience preferred
- Able and willing to work at any shops within the market (Capitol Hill, Ballard, University Village, Tacoma, and counting)
- Be available for after-hour emergencies
- Flexibility to work full-time including days, evenings, weekends, holidays and summers as needed
- Servant leadership approach to management

**BENEFITS:**

- Competitive Salary
- \$50 a month cell phone reimbursement
- Salaried position at 40+ hours per week
- Three weeks paid vacation accrual (15 calendar days)
- Paid Holidays to include Memorial Day, July 4, Labor Day, Thanksgiving Day and Black Friday, Xmas Eve, and Xmas Day, New Years Day, Your birthday
- PSST
- Subsidized Health and Vision Insurance at 80%
- Short and Long Term Disability Insurance
- Monthly shop credit of \$50.00
- 401k plan with a match at 4%
- 12 week Paid Parental Leave after 6 months employment
- \$500 annual continuing education budget