



## **FRANKIE & JO'S ICE CREAM MAKER**

### **JOB DESCRIPTION**

Reports to: Executive Ice Cream Chef

Work directly with: Other Kitchen Team Members

Hours: 40 weekly

Training: approx 3 weeks

Frankie & Jo's is a plant-based ice cream company whose mission is to radically shift the way people think 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.

Frankie & Jo's is a plant-based ice cream shop located in the bustling Capitol Hill and North Ballard neighborhoods of Seattle. Our shop sells cups, cones, and pints of ice cream locally and we ship our pints nationally.

The focus is simple-- we use plant-based ingredients to make the most delicious and creamy ice cream in the country. Our ice cream techniques are based on refined culinary skills and standards, but we have founded a new tradition in ice cream making.

We have an extremely high standard for our product and our company, which is set by two owners who both have long-standing culinary and business backgrounds. These two attributes are the deeply planted roots of our company. We approach everything with mindfulness: our unique flavors, our mission to source local ingredients whenever possible, and our impeccable and knowledgeable customer service.

### **Main Job Responsibilities include:**

- **EFFICIENCY:** You are responsible for efficiently producing ice cream and baking inclusions – this means, making sure you are *always* working clean along with being quick and on task while producing beautiful ice cream.
- **COMMUNICATION:** You will be open in communicating information to your co-workers that is needed to make Frankie & Jo's run smoothly. For example, if we are low on any ingredient please make sure to write it on the whiteboard or communicate it to the ice cream chef.
- **QUALITY:** Each and every item leaving our kitchen is consistent in size and visual preparation for every customer is extremely important. It is your responsibility to

taste all new ice creams that have developed, make sure you are creating them consistently, and execute them, in the same manner, each time.

- **ORDERING:** You are responsible for being aware of what needs to be ordered in the kitchen. If you notice we are out of cashew nuts, put that on the list in the back of the shop on the whiteboard. It is not the manager's responsibility to know every single item that needs to be ordered daily. We are a team of people that help each other to make everything run smooth.
- **CLEANLINESS:** You are responsible for making sure the kitchen area, ice cream machine, all kitchen appliances, walk-in, freezer, sinks, and floors are clean, organized and sanitary at all times – this should be happening daily and delegated by your managers.
- **ATTITUDE:** At Frankie & Jo's we all work together. It is important that everyone is a team player and is willing to jump in wherever they see fit in order to get the job done. Nobody is above any task whether it's taking out the trash or cleaning the bathroom. We all are on the same team!
- **PHYSICAL JOB:** Everyone does everything in our kitchen including mopping, sweeping, taking out the trash and doing dishes. You need to be physically capable to stand on your feet for hours at a time and able to lift 50 pounds. This job requires a unique person who is able to multi-task and be efficient in the kitchen in order to meet the demands of ice cream making.

## **Maintain quality**

We pride ourselves on creating high-quality ice cream with the best ingredients. You should want to strive to be better all of the time, not accepting anything that isn't perfect and that meets the F&J quality standards. All employees are to follow these standards set in place.

## **Consistency**

There is nothing that will kill a business quicker than inconsistency. You are responsible for making sure that everything within Frankie & Jo's stays consistent and true to our brand, mission and vision. Once quality standards are met, they need to be maintained. You will be required to follow recipes exactly how they are written. This is part of maintaining accurate consistencies. If you do not, it will reflect in the finished product.

## **Meetings**

You will be asked to attend 1 monthly kitchen meeting. You will have bi-yearly reviews with the Executive Chef.

## **Benefits:**

- 25 % off on all food items for friends when you come in on your day off.
- 50 % off on all food items when coming in alone on your day off.
- 50% off merch.
- High quality health insurance after 60 days. Frankie & Jo's pays 50% of premium.

- Pay is hourly DOE + Tips from ice cream sales from both store locations-approx \$4.00 additional pay per hour
- Paid sick and safe time-accrued hourly, up to 52 hours annually
- Opportunities for growth within the company.
- 4 free pints of ice cream each month
- Free ice cream during your shift