



FRANKIE & JO'S ICE CREAM SCOOPER

Reports to: Shop Supervisor and Daily PIC

Work directly with: Other Team Members

Hours: flexible

MISSION STATEMENT

To radically change the way people think about ice cream.

VISION STATEMENT

Frankie & Jo's is a plant-based ice cream shop with locations in the Seattle area. Our shops sell 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 vegan ice cream in the country. Our ice cream techniques are based on refined culinary skills and standards, but we have created 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 the efficient operation of our ice cream shop – this means, making sure we are *always* being quick and on task while producing consistent ice cream scoops and cones
- **SEASONALITY/MENU:** You are responsible daily to know our current menu, farms where our ingredients come from, and how to describe all of those flavors in depth. We have a list of Everyday flavors that will rarely change and three new Seasonal flavors a month. You should educate yourself on our new offerings before your shift starts.
- **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 out of a certain flavor, you should to make sure everyone knows that on the shift and that the customer knows it as well. You will receive a weekly email, and we will need you to read that and confirm.

- **ATTITUDE:** At Frankie & Jo's we pride ourselves on excellent customer service. It is important that every guest feels special in our space. We provide "above and beyond" customer service, always stretching to make the guests understand our brand and feel like family. While we are not a full-service restaurant we want people to feel like they are in the company of great hosts, making every effort to educate them and take care of their needs.
- **PHYSICAL JOB:** Everyone does everything at our shops, including taking out the trash, mopping, sweeping, scooping ice cream, making waffle cones, doing dishes and cleaning the bathroom and sinks. You need to be physically capable to stand on your feet for at least four hours at a time while maintaining a positive upbeat attitude. This job requires a unique person who is able to multitask while giving the best customer service possible.
- **FLEXIBILITY:** Stepping into the mentality of "team". Being willing to be flexible to assist the team in ways that are above and beyond. We have expectations of scoopers to have a level of flexibility and willingness to aid the team.

Benefits:

- Free ice cream scoops while on shift. This does not include pints.
- 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.
- 25% off merch.
- Competitive wages
- Health insurance for Full time employees

