



ICE CREAM SCOOPER

Status: part-time hourly, flexible, must be able to work at least 15 hours per week

Work Location: Marin Country Mart location (Larkspur, CA)

Reports to: Shop Managers and People In Charge

Frankie & Jo's is a Seattle-based vegan and gluten-free 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. We are a Certified B Corporation, meaning we hold our company accountable to our goals for sustainability, responsible sourcing, and tending to our team and community.

We are so excited to be opening our first shop outside of the Seattle area at Marin Country Mart in Larkspur, California. We look forward to meeting effervescent individuals to scoop and serve our ice cream to our guests. If you are the type of person who gains energy from being around people and loves to make someone's day with your vibrant presence, this job is for you!

The key functions of this role are centered around the following:

- **CUSTOMER SERVICE:** At Frankie & Jo's we pride ourselves on outstanding hospitality. We provide "above and beyond" customer service, always stretching to help the guests understand our ice cream and company and feel like family. As a scooper, you will greet our guests warmly, encourage them to try samples, answer product questions with an expert level of clarity, serve them their order efficiently and cheerfully, and thank them heartily for their visit. With every interaction, we want our guests to feel like they are in the company of great hosts who guide them effortlessly through their experience in the shop.
- **EFFICIENCY:** You are responsible for participating in the efficient operation of our ice cream shop – this means making sure we are *always* being quick and on task and holding ourselves accountable to daily task lists, all the while scooping and serving ice cream scoops and cones that are consistent in size and appearance..
- **PRODUCT KNOWLEDGE:** You are responsible for knowing the intricacies of our menu, the unique farms and purveyors our ingredients come from, and how to describe all of our flavors in depth. We have a collection of Everyday flavors that will stay consistent, and three new Seasonal flavors every month, all of which our scoopers will know

intimately and be able to speak to their flavor profiles, mouth-feel, and other important details.

- **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 make sure everyone knows that on the shift and that the customer knows it as well. You will report any special happenings during your shift or resources needed to your Shop Manager so that they may assist the team in making the the shop is well cared-for.
- **PHYSICAL EFFORT:** Everyone does everything at our shops, including scooping ice cream, making waffle cones, doing dishes, taking out the trash, mopping, sweeping, 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 person to be able to multitask while giving the best customer experience possible.
- **TEAMWORK:** At Frankie & Jo's, we tend to each other through open communication and transparency, having each other's back when the unexpected happens or when things get tough, and genuinely caring about the needs, wants, hopes and dreams of our fellow coworkers.

Benefits:

- Paid Sick & Safe Time
- Monthly reimbursements for transit and wellness activities
- Paid volunteer hours program
- Discounted products and merchandise
- Free scoops while on shift
- Opportunities for growth!

QUALIFICATIONS:

- Customer service experience preferred, but not required.
- Current food handler's card.
- Ability to stand on your feet for a long period of time.
- Must be 18 years of age to apply.

To apply, email PDF versions of your resume and cover letter to jobs@frankieandjos.com, with "Marin Scooper" in the subject line.