



ICE CREAM SCOOPER

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

Work Location: any/all of Seattle-area scoop shops, and off-site events as needed

Reports to: Shop Managers and People In Charge

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. 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.

Primary 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 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:

- 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 Washington State Food Worker 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 “Scooper” in the subject line.