

## JOB DESCRIPTION

Position Title	Department	Reports to
Assistant General Manager	Operations	General Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input type="checkbox"/> Part-Time (25 hours a week or more) or <input checked="" type="checkbox"/> Full Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	ASAP

***At Buffy's Ice Cream, Home of Chatham Ice Cream Bars, we are committed to working hard and having fun! We're building an enthusiastic, energetic team that is passionate about the products we make, the customers we serve, and about being part of a great team. We hope you consider joining us!***

### POSITION SUMMARY

The Assistant General Manager will be responsible for overseeing the front-of-house operations of Buffy's Ice Cream Shop as well as supporting our wholesale business. They will work closely with the General Manager to ensure smooth daily operations, maintain high standards of service, and provide excellent customer experiences. The ideal candidate be highly detail-oriented and have outstanding communication skills, with a sincere commitment to being a great teammate and providing our customers with excellent products and services.

Come work with us in beautiful and historic downtown Chatham and join one of the most fun, amazing, and fast-growing brands on Cape Cod!

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

#### **Buffy's Ice Cream Shop:**

- Create/update/implement standards for service, staff policies and procedures, and quality control at Buffy's Ice Cream Shop.
- Train and supervise staff at Buffy's Ice Cream Shop to ensure compliance with established standards. Staff should have the ability to fully prepare the shop for service and ensure that the shop is clean and organized at all times.
- Manage the scheduling of staff at Buffy's Ice Cream Shop and ensure that the ice cream shop is staffed appropriately at all times.
- Manage cash handling procedures at Buffy's Ice Cream Shop and ensure the accuracy of all financial transactions.
- Conduct interviews and provide feedback to GM for hiring new staff at Buffy's Ice Cream Shop.
- Ensure that all equipment and supplies at Buffy's Ice Cream Shop are maintained and in good working condition, and that a daily, weekly, and monthly cleaning schedule is established and followed.
- Handle customer complaints and resolve any issues in a timely and professional manner at Buffy's Ice Cream Shop.
- Assist in the overall growth of the business, including the development of new products and lines of business.
- Assist the General Manager at Buffy's Ice Cream Shop in any other tasks as needed.

**Chatham Ice Cream Co Wholesale Operations:**

- Assist the GM in growing the wholesale business
- Support the pastry chef in production at Buffy's Ice Cream Shop by ensuring that all ice cream, ice cream bars, and bakery products are prepared to the highest standards of quality.
- Create product packages, help produce retail and wholesale inventory, and assist in the labeling and tracking of inventory
- Other duties include but are not limited to: Delivery support; account management and merchandising; product and packaging inventory management;

*Job responsibilities may fluctuate based on business conditions, and other job appropriate tasks/responsibilities may be assigned as needed.*

**MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- A great attitude and enthusiasm for being part of an amazing team!!
- Friendly and outgoing manner with the customers and the public
- Previous experience in hospitality, customer service, kitchen/production roles.
- Strong leadership and management skills.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced environment and manage multiple tasks simultaneously.
- Strong attention to detail and organizational skills.

**EDUCATION:**

- High school diploma or equivalent required.
- Associate's or Bachelor's degree in hospitality management, business administration, or related field preferred.

**BENEFITS:**

- This is a full-time position that will accrue vacation time based on hours worked
- 401k plan participation with matching contribution in the first full month after hire
- Qualify for health care plan after your first full quarter of full-time employment
- This position qualifies for a bonus program that is contingent on the financial performance of the company.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The employee must occasionally lift and/or move heavy objects. The noise level in the work environment is usually moderate.