



Team Member, 2021

Email Application to RHIC@havearosieday.com

This is your chance to be a part of a vibrant, growing business that brings phenomenal ice cream to WNY while spreading happiness and building community. We make all our own ice cream and specialize in local, adventurous and classic flavors. More than just a sweet treat, RHIC emphasizes excellent service and an outstanding experience.

Part-time and 3/4-time positions available, with opportunities for leadership and growth.

SCOOP SHOP JOB DESCRIPTION

Performance expectations & essential functions:

- Candidates should be available to work some late morning, afternoon, and evening shifts including opening and/or closing. In addition, weekend availability is required
- Scoop those scoops, craft those sundaes and shake those shakes
- Learn and then share about what makes Rosie Handcrafted Ice Cream so amazing: our ingredients, our flavors, our suppliers and food producers... and you, our people!
- Provide consistent, outstanding service to every client
- Be ready to work in a fast paced environment
- Work with our team to maintain an inviting and clean area (*this means a lot of cleaning!*)
- Follow health, safety, and sanitation guidelines
- Continue to learn about local foods and ice cream production
- Attend and participate in whole-team meetings
- When working the register, follow RHIC cash handling procedures
- Make every customer feel special and be of service to all while keeping the line moving

Side functions:

- Take shifts in the Production Kitchen to learn more about ice cream creation and techniques.
- Help refine and improve RHIC systems and all aspects of the RHIC experience. Help make us better!

The ideal candidate will:

- Have prior experience in a customer service or human relations role, or leadership with kids (i.e. camp counselor, teaching)
- Be able to effectively manage emotions and stress in a fast-paced workplace to maintain positivity and enthusiasm
- Have an eye for detail
- Have a reputation for excellent relations and communications with co-workers or teammates
- Be interested in continuous learning related to food/ people/ business

- Love ice cream! Love people!

Equal Employment Opportunity

Rosie's Handcrafted Ice Cream provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, RHIC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. Employment decisions at RHIC are based on business needs, job requirements and individual qualifications. We value all employees' talents and support an environment that is inclusive and respectful.

Compensation

\$12.50/hour with lots of potential for tips