

Rosie's Handcrafted Ice Cream Job Description
Ice Cream Kitchen Production Position, 2026



RHIC Kitchen is an exciting and efficient operation that produces ice cream for our EA location and downtown location, wholesale accounts and pop-up events. The Kitchen Production Lead requires previous experience working in the food industry and specifically in Pastry. They will work closely with the rest of the kitchen team to keep operations running smoothly.

The ideal candidate will be extremely detail-oriented, organized, and enthusiastic about being a part of a smooth kitchen operation that produces delicious, high-quality products. They will be able to multitask well, work well on their own and as part of a small team. They will assist in making and preparing all the add-ins for the ice cream, from baked goods to jams to sauces. They will help in ice cream base preparation, packaging, and churning.

Part time or full-time position available.

Responsibilities of this position:

- produce jams, jellies, cookie, crumbs, etc for the use in our ice cream
- Make ice cream sandwiches, novelties, pies, etc
- Report to Director of Production with low ingredients and quality of product
- Receive incoming orders and follow receiving and organization policies that has in place.
- Assist in churning as needed
- Train staff in the area of production with direct supervision and input from Director of Production.
- Follow all duties Director of Production has laid out for production for the week
- Ensure all tasks are completed and done in a timely fashion
- Assist other staff members as needed, whether that be in production or churning.
- Communicate with the Director of Production and Churning Lead about any issues with product made in production
- Report any damaged or unusable items to Director of Production and report this onto the waste log
- Join in quarterly flavor creation meetings and provide ideas for flavors.
- Properly follow all cleaning and sanitation procedures the Director of Production has set in place, *And be a strong example of all the rules and procedures that are set in place for the production kitchen.
- Give guidance to reporting staff members
- Show a positive attitude and willingness to complete tasks. Problem solve as needed when issues arise. Take constructive criticism well and always be willing to adjust to changes as needed and directed by the Director of Production.
- Report to Director of Production with any and all issues that come up with, product, ingredients, scheduling, and other staff members.

-All staff members of the kitchen report to the Director of Production , but the production lead does take some of the responsibility when it comes to items that come out of production.

-Work together with Churning Lead to be sure the kitchen is kept to the cleaning standard and overall running standard that the Director of Production asks for and has in place.

Other information with the position:

-This role directly reports to the Director of Production.

-It is a set schedule weekly and if any days off are needed it must be talked about in advance with the Director of Production .

-Due to our busy season some days may be longer than others. We do not normally do overtime hours, but instead adjust daily hours when this is the case. (ex: a Tuesday work day ends up being a 9 hour shift. We will try to make Wednesday a 7 hour shift to balance out the hours.)

-We do not normally give out overtime hours. There may be special situations where this will happen, but this is always discussed with the Director of Production and ownership before it is allowed.

-No one shall ever work longer than 10 hour days. If this does happen it needs to be discussed with the Director of Production and ownership.

-We do have a slower season when the weather changes. This is a year round position, but when it does get slower we do a lot of deep cleaning and fill your hours with these tasks. We ask this role to always be willing to clean and help keep all cleaning standards in place.

-We close the month of January to deep clean our shops and prepare for our reopening.

-You are given 2 weeks of PTO(note that you can not use both weeks between the months of June 1st -September 1st)

-Raises are based on performance, I will be discussed by the Director of Production and ownership during kitchen check ins

The ideal candidate will:

- Have 3+ years working in the food industry. Minimum 1 year related experience
- Have 1+ years working in the pastry industry. Minimum 1 year related experience
- Have a reputation for excellent relations and communications with co-workers or teammates.
- Be able to follow a recipe consistently and precisely.
- Be able to effectively manage emotions and stress in the workplace to maintain positivity and enthusiasm.
- Be able to work well individually as well as collaboratively.
- Want to make great ice cream with great people and share it with the local community

- The job sometimes requires standing for up to 8 hours and lifting up to 50 pounds.

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

\$23/hour depending on experience
Health insurance and dental plans available
401(k) plus company match
1 week PTO