



PELICAN'S SNOBALLS SURF CITY, NC

SHIFT LEADER JOB DESCRIPTION

You must be at least **18** years of age, willing and able to take the **Lead** in learning the position and guiding others on effectively performing the tasks required to be considered for this position; otherwise, refer to Team Member's Job Description (you must be 16).

This position is a Shift Lead position and is responsible for all aspects of the Team Member's position and eventually the following (after specialized training):

SHIFT LEAD RESPONSIBILITIES:

- Responsible for directly assisting the Owners in the day-to-day operation of the store including setting the pace of the day under direction of the Owners
- Take the lead on the cutting of ice, filling of flavors and the cleanliness of the outside tables, patio and parking lot, creating the simple syrup - *either by delegation to team members or performing these tasks* to make sure all tasks are completed successfully in a timely fashion
- Lead day-to-day tasks with team building and encouraging team members to be productive and proactive in making sure customers are happy with their service and product
- Take the lead on opening and closing procedures---this position is held responsible if a task isn't complete or completed incorrectly
- Assist and take the lead on keeping track of the supplies in the store
- Bring any concerns to the Owners and assist with trouble-shooting for solutions
- Always serve customers with a smile!

REQUIREMENTS:

- Must successfully learn and perform all aspects of the store's operation which include: pulling, cutting, refilling of ice from ice block maker, filling of all flavors (including creams and special mixes/flavors), making simple syrup, methods to working the line faster in any position while on the line and assist with guiding the team in doing so.
- Take the **LEAD** in keeping the shop clean and sanitary

Physical Demands:

The physical requirements for all positions are hearing, speaking, seeing, bending and reaching.