

JOB DESCRIPTION

POSITION TITLE:	Dairy Bar Lead
REPORTS TO:	Executive Director
TERM:	5 month contract Starting April 20, 2020
COMPENSATION:	TBD based on skills and experience

POSITION SUMMARY:

The Dairy Bar Lead will work closely with all BBBS Staff to effectively manage the operations of our Social Enterprise Dairy Bar, named Fundy Scoops. **This role is full time (35 – 40 hours per week) and requires evening and weekend availability.**

The incumbent will have experience in a supervisory food & beverage role, with dairy bar experience being a strong asset. The Lead will oversee all aspects of the Dairy Bar business through its months of operating between May and September, including student hiring, training, mentoring, daily cash balancing and closing procedures, customer service, product ordering, vendor relations, inventory control, product display, etc. The incumbent must be passionate about mentoring youth. Summer students hired to work at the Dairy Bar will gain valuable career-building skills during their employment, through your leadership.

Dairy Bar Responsibilities

- Mentor all summer students, including recruiting, hiring, training, and performance managing with a focus on our Learn to Lead program and skills development
- Work frontline
- Manage all vendor relations and ordering
- Manage inventory and product ordering, working closely with the Finance Manager and Executive Director
- Set up, manage, and monitor daily POS sales transactions
- Work frontline with summer students as needed to fill schedule gaps, provide timely service, and train/supervise staff
- Manage daily, weekly, and seasonal work schedule
- Work closely with Marketing & Partnerships Coordinator to promote the dairy bar and meet sales objectives
- Practice safe food handling procedures at all times and cover for staff when required
- Facilitate sales in a timely and professional manner, focusing on quality service in order to ensure repeat business
- Provide friendly and unbiased interactions with all staff, visitors, and other customers while still maintaining professional demeanor and boundaries
- Ensure accuracy of financial transactions, adhering to all SOP's regarding cash handling and POS sales
- Ensure monies are securely locked away at the end of every shift and that computers are shut down
- Actively engage in de-escalation of volatile situations, effectively resolving customer complaints, providing detailed entries in the Customer Complaint Log, and escalating the complaint as appropriate
- Maintain a thorough knowledge of the BBBS, its programs, promotions, mission and vision and use this to promote all that BBBS does in our communities