



**Job Title:** Ice Cream Stand Manager  
**Department:** Kendrick Park Ice Cream Stand  
**Job Type:** Part-time/Seasonal  
**Benefits:** This is a non-benefited position  
**Pay Rate:** \$13.00- \$15.00/hour.  
**Supervisor:** Business Manager

Specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

### **ESSENTIAL JOB DUTIES**

Managers of the Kendrick Park Ice Cream Stand play a critical role in overseeing both the customer-facing and behind-the-scenes operations to create a successful and enjoyable environment for customers and staff alike. As a manager you are responsible for supervising and overseeing staff and operations when you are scheduled.

### **JOB DUTIES/TASKS**

- Ensure high levels of customer satisfaction and address customer inquiries, concerns, and feedback.
- Monitor and manage inventory levels and be hyper aware of all things happening in the stand.
- Ability to take, remember, and execute orders quickly.
- Oversee attendants and make helpful suggestions, corrections, and improvements.
- Required to speak, act, and address performance issues with staff or issues with customers. Promptly contact supervisor when needed.
- Address and resolve operational challenges
- Ensure that all equipment, including freezers and serving tools are properly maintained and in good working order.
- Ensure the quality and consistency of ice cream products.
- Monitor inventory daily and record appropriately.
- Ability to communicate with supervisor on inventory needs.
- Ability to open and close ice cream stand
- You may be asked to be more available than attendants if another manager needs a shift covered or if we need staffing help.
- Other duties as assigned by supervisor

### **SUPERVISORY RESPONSIBILITIES**

- Managers on shift will be responsible for daily operations and oversight of ice cream stand attendants during your shift.



### **WORKING CONDITIONS**

- Lively and cheerful
- Indoor but windows are left open during all shifts, therefore summer heat can affect temperature inside the stand.
- Must be prepared to stand for long periods of time while in the heat sometimes
- As a manager you often will be asked to work more morning and evening shifts
- In constant contact with the public

### **MINIMUM QUALIFICATIONS**

- Must be 17 years old
- Any combination of training and experience with concessions is preferred.
- Experience working at the Kendrick Park Ice Cream Stand is preferred.
- Ability to lift a minimum of 30 pounds or heavier lifting with other employees.
- Ability to effectively communicate.
- Ability to open and close the stand
- Experience in point of sale and cash handling preferred.