RazzleberrieZ Yogurt

 **Please read the following carefully to understand job requirements.**

Email your completed and signed application to: RBZYOGURT@GMAIL.COM OR drop it off at one of our store locations.

# Customer Service Specialist

**Job Purpose**:

The primary functions of this position are:

1. Meet and greet customers
2. Give them samples to help them decide which flavors they would like to buy
3. Cash-out guests in a professional, timely and friendly manner.
4. Keep the store front and prep area clean and presentable

**Responsibilities**:

1. Meet and greet all customers immediately with a smile and a hello. Make sure that their experience is the best possible.
2. Maintain a safe, secure, and healthy environment by following sanitation standards and procedures, as set forth in the Procedures Manual
3. Fill and prepare toppings, syrups, bowls, fruit, whipped cream and make sure that all these areas remain neat and clean
4. Team member to clean bathroom at least once per shift and as often as needed
5. Restock paper goods as needed
6. Clean tables, yogurt machines and topping areas following customer use.
7. Spills to be picked up immediately
8. Collect payment from customers and offer gift cards and other products
9. Thank departing customer for their patronage and invite them back for another visit
10. Assist with receiving, stocking and inventory
11. End-of-Day cash deposits
12. Closing and opening duties will be assigned and explained in detail at job orientation.
13. Mentoring new employees
14. Take Inventory and communicate to manager
15. Follow all safety procedures and rules
16. Other responsibilities as assigned by manager from time to time

**Skills/Qualifications**:

1. Must enjoy working with people and have excellent people skills
2. Must read, write, and communicate well in English as it relates to the job
3. Must be able to perform all job functions safely
4. Must meet the company performance standards for the job
5. Must be able to work in a high volume, high-energy environment
6. Must participate in company orientation and training
7. Must be able to follow instructions
8. Must be able to lift about 40 pounds
9. Must be clean, neat and professional
10. Must be on time and able to work the scheduled/assigned times
11. Must be able to use or learn to use the equipment and tools to perform the job properly
12. Must provide own reliable transportation and be able to get to job site
13. Food service background or experience preferred but not necessary
14. Must be able to move around in congested areas to replenish supplies, assist customers and clean for extended periods of time
15. Must be able to do simple math and handle cash register procedures safely and effectively
16. Must be willing and available to work weekdays, weekends and public holiday shifts

**Training**

You'll be trained in the following:

1. Customer Service
2. Food Prep
3. Cashier
4. Cleaning Procedures

***Special Notes:***

1. ***Job applicant will be required to test with the state Department of Health to obtain a food handlers permit.***
2. ***Job applicant may be drug tested at any time and job offer will be based on the contingency of passing the drug test. We are a drug free workplace and may require random drug testing during employment. Refusal to do so will result in termination***.