

I. POSITION: Cupcake Decorator

II. DEPARTMENT: Cake Room

III. JOB SUMMARY: The Cupcake Decorator should have a basic practical understanding of applying filling, coloring/flavoring icing, applying icing, piping and airbrushing cakes and/or cupcakes. They must understand and appreciate the subtleties of flavor, aesthetic design, and customer preferences; they must also have a solid understanding and sense for Kim's cupcake and dessert architecture. This position is responsible for the daily production processes of staging and finishing cupcakes, cookies, in addition to smaller dessert items as necessary. A Cupcake Decorator will monitor and supply fresh product into the front bakery cases to maintain an attractive inventory at all times during their shift. They will ensure a positive company image by providing courteous, friendly, and efficient service to customers and team members. They must possess a dedication to understanding and following protocol and ensure that customers have an exceptional experience.

IV. ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Prepare and/or decorate cookies, icings and/or other desserts, by recipe.
- Ensure completion of all client demands and maintain department look for optimal organization.
- Assist in the continued organization of stocks of all perishable and nonperishable consumables.
- Set up, maintain, and break down station according to bakery and cake room guidelines.
- Taste products produced to assess quality.
- Notify Supervisor of all product shortages and equipment maintenance issues.
- Prepare items in accordance with established scaling, portion and presentation standards.
- Maintain accurate counts on all food items prepared ensuring no discrepancies in amount of food needed versus amount of food prepared.
- Manage personal production of all product to fulfill standing orders and maintain an inventory of fresh goods at all times while managing time effectively.
- Manage mixing of colors for icings and manufacturing sugar ornamentation with attention to requested detail and accuracy.
- Use food preparation equipment according to manufacturer's instructions.
- Clean and maintain station while practicing proper safety, sanitation and organizational skills.
- Maintain a professional appearance at all times.
- Report to work as scheduled, in uniform, and ready to assume responsibilities.
- Maintain a professional relationship with all coworkers.
- May be required to deliver or assist in delivery of products or goods.
- Ensure that customers have a positive and memorable experience.
- Possess the ability to produce all basic cupcake designs as requested at a satisfactory level of quality.
- Any other duties as assigned by the Cake Room Supervisor or Kitchen Manager (if no CRS) that fall within the scope of your training and experience or are acquired through specific on the job training.

V. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Basic understanding of cake and cupcake order process from beginning to end.
- Understanding and knowledge of safety, sanitation and food handling procedures and a commitment to quality and what it takes to achieve that high standard of quality.
- Ability to work calmly and effectively under pressure.
- Cooperate well with a variety of personalities and individuals and participate in a professional manner to accomplish the business goal.
- Unselfishly serve others and assist customers, employees, and suppliers in a prompt and effective manner while following bakery procedures.
- Proactive and react quickly and appropriately in identifying problems, find solutions, and make sound decisions that reflect positively on Kim's Kakery, Bakery and Café.
- Articulate information, both verbally and in writing, in a way that can be easily understood by employees, customers, and suppliers.
- Maintain a commitment to honesty, integrity, and good levels of efficiency and accuracy at all times.
- Accept responsibility for choices and decisions.
- Ability to accept constructive criticism in order to raise and maintain the performance standard.

VI. MINIMUM QUALIFICATIONS

- Six months of cupcake and/or cake decorating experience with an emphasis on buttercream piping and airbrushing is preferred but not necessary for a successful candidate.
- Production, commercial or professional bakery experience preferred.
- Availability on Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays to start.
- Ability to work a flexible schedule including nights, weekends and holidays as required.
- Ability to focus, avoid distraction, and work efficiently and cleanly.

VII. WORK CONDITIONS

A Cupcake Decorator's duties are performed primarily in the Cake Room. A Decorator may be exposed to various temperature changes and work environments. Work includes walking, standing (primarily), bending, lifting and carrying products weighing up to 60 pounds. Duties also include repetitive arm and hand movements and hand-squeezing for at least 50 percent of the work day. A Decorator's day does not have a set end time although one may be listed on the schedule; he or she will be required to stay until the workload is complete. Mandatory overtime may be a commonality during the span of months February through July and November to December.

VIII. REPORTS TO: Cake Room Supervisor; likely a Master Cake Artist and/or Pastry Chef

IX. SUPERVISES: none

X. COMPENSATION AND BENEFITS: Pay is proportional to ability/skill level and/or experience. Pay is hourly and Kim's Kakery, Bakery and Café does not currently offer any paid benefits.

XI. ADVANCEMENT: Kim's Kakery, Bakery and Café offers promotion from within the company to team leader and supervisor roles in several areas. In the Cake Room there are two levels of cupcake decorators; all decorators starting in with the team in the Cake Room start at the Cupcake Decorator level and must learn and master all skills and abilities required of both *Cupcake Decorator* and *Cupcake Technician* before the Cupcake Technician job title will be earned. On the job training will provide the necessary practical understanding of what skills and abilities are expected at the Cupcake Technician level; practice off the clock may be necessary for quick advancement depending on individuals' ability to learn and apply skills and abilities learned.

XII. RECEIPT AND ACKNOWLEDGEMENT:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of Kim's Kakery, Bakery and Café.
- I have read and understand this job description.

Print Applicant/Employee Name: _____

Applicant/Employee Signature: _____

Date: _____