



Cowlick's Creamery, LLC
521 Boston Post Road
Waterford, CT 06385

Phone: 860-574-9020
Email: Tara@CowlicksCreamery.net

Posted: 6/27/2016

Supervisor Job Description

Summary of Position

The Supervisor is responsible for the day to day operation of the store. This person is accountable for leading the retail team providing world class service to our Cowlick's customers.

Duties include (but are not limited to)

- Demonstrating OVER THE MOON Service: "All Cowlick's customers must receive above and beyond care and attention- better than would ever be received anywhere between here and the moon"
- Greeting and serving customers
- Displaying skills in leadership
- Being the liaison between staff and owners
- Handling staff concerns
- Opening and closing the store
- Preparing bank deposits
- Handling cash - making change
- Determining customers' needs
- Having a keen awareness of products
- Restocking merchandise
- Keeping the store and property tidy and clean
- Cleaning and sanitizing ice cream machines
- Other duties as assigned by owners

Qualifications:

This position requires a person whom:

- Is energized by customer interaction
- Has strong verbal and communication skills
- Has the ability to build a relationship with the customer and staff
- Has strong team spirit
- Has good understanding of product knowledge
- Has competitive spirit and desire to sell
- Has positive problem solving skills
- Is creative
- Is able to work nights, weekends and holidays
- Has the ability to lift minimum 40lbs