

The Garden Juicery LLC
JOB DESCRIPTION

Job Title: Shift Supervisor/Team Leader/Management Trainee

Reports To: Store Manager

Position Summary: Oversees operations in both the Customer Service and Food Preparation areas. May be responsible for opening and/or closing the store. Coordinates the efforts of the other team members in providing an outstanding experience for our customers. Will lead by example, performing any of the operational tasks necessary to maintain the best products and services experience possible. Is responsible for ensuring that all of our standards of excellence are consistently met. Helps customers learn more about plant-based nutrition at every opportunity. Creates an atmosphere of teamwork, great energy and fun.

ESSENTIAL FUNCTIONS

TIME ALLOTTED

Customer delight

25%

Is responsible to make every effort to increase the satisfaction of every customer. Will ensure that customers are greeted in a timely manner upon arrival. Will engage with customers in a thoughtful manner. Will seek out opportunities to interact with customers and solicit their inputs and feedback. Will follow up, as needed. Will ensure that customers find a clean and neat environment in which to enjoy their experience.

Operational oversight

35%

Duties include monitoring and maintaining appropriate stocking levels for all food, beverage, and paper supplies at all stations. Will oversee quality of all food and drink, including recipes and portions. Responsible for the ongoing cleanliness of all areas and all equipment. Verifies all opening, shift change, and/or closing checklists have been completed. Will be responsible for cash management and reporting for the shift. May be responsible for the assembly of cleanse program materials for the following shifts. Will ensure that the transition to the following shift is complete.

Coordination of team efforts

30%

Will ensure team is operating effectively, communicating clearly with all team members. Makes sure that each team member understands their assignment and is executing it well. May be responsible for appropriate staffing levels and related labor costs. Will train team members, as needed, to improve their performance.

Nutritional education

10%

Will take every opportunity to help the customer learn more about plant-based nutrition and improve their diet. Will take every opportunity to learn more about plant-based nutrition and proper preparation and handling of food items to ensure the best possible quality products for our customers.

Minimum Job Requirements:

Education: Course work in plant-based nutrition preferred. Bachelor’s degree in a related field is a plus.

Experience: Prior customer service experience in a retail environment. Prior food preparation experience in a retail or commercial environment. Prior supervisory experience.

Abilities: Exceptional customer service skills and the ability to multitask while maintaining a close attention to detail are required. Strong verbal communication skills. Aptitude for understanding products and services.

Specific Skills: Knowledge of safe food handling procedures. Raw food preparation skills helpful. Sufficient math skills to be accountable for cash. Strong interpersonal communications skills. Strong desire to help customers learn about nutrition and help improve their health.

Specialized Knowledge, Certifications, or Licenses: Understanding of plant-based nutrition. Food Safety certification preferred.

Supervisory Responsibility: 1-5 team members.

Working Conditions: General retail food service environment. Casual but professional setting. Limited need for overtime and no regular travel is required.

Physical Requirements of Position: Position involves standing for extended periods. Limited keyboard usage. Must be able to lift 25 pounds.

Limitations and Disclaimer:

This job description is intended to describe the general nature and level of work being performed in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills and/or abilities needed to perform this job successfully.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Manager’s Name:	Title:
Manager’s Signature:	Date:
Employee’s Name:	
Employee’s Signature:	Date:

Employee’s signature denotes that they understand the position duties and requirements and agree to use this document to guide their daily work and overall performance.