

Position: **Yogurista (Store Staff)**

## Job Summary

Summary Description:	Responsibilities include helping customers, preparing frozen yogurt and toppings, cleaning, working in a team environment, and delivering remarkable customer service.		
Position Type:	Part-Time or Full-Time	Weekly Hours:	20-35
Compensation:	\$8.50 starting hourly rate Plus Team Bonus	Store Staffing Hours:	Mon-Thu 10am-10:30pm (Work schedule will vary.) Fri-Sun 10am-11:30pm
Reports To:	Shift Leader/Store Manager	Supervises:	n/a
Experience Required:	Restaurant or other food service environment experience helpful, but not required. Hospitality or retail industry experience also helpful, but not required.		
Education Required:	High School Diploma or equivalent preferred, but not required.		
Certifications Required:	Basic Food Safety (Can be obtained while employed.)		

## About iTopIt

We deliver a remarkable customer service experience. Beyond the delicious yogurt and lots of toppings, we strive to deliver an experience that our customers will want to share with others. All of our employees will focus on delivering on this promise to our customers.

iTopIt is a self-serve frozen yogurt restaurant. We offer frozen yogurt, and related toppings, in a self-serve fashion. Customers choose from an assortment of frozen yogurt flavors, which they will dispense themselves from frozen yogurt machines. Then, they get to top it themselves with over 70 toppings to choose from! The toppings are arranged like a salad bar, allowing the customer the freedom to add as much or as little as they desire. When the customer finishes creating their own custom desert, they weigh it at the register and pay by-the-ounce. They pay a flat charge per-ounce, regardless of the combinations of yogurt and toppings they select. iTopIt is focused on delivering a remarkable customer experience, and our tag line says it all: yogurt. toppings. fun!

## About the Job

Our customers come to iTopIt for the yogurt, the toppings, the flexibility of creating their own custom desert, and for the fun. But they keep coming back, and tell their friends and family about us, because of the remarkable customer service. In the critical role of Yogurista, you are **responsible for consistently delivering a remarkable experience for our customers**. It means that you must be **passionate about customer service!** It also means that you **must love interacting and engaging with people**.

### **Responsibilities:**

- Deliver a consistent, remarkable customer experience.
- Resolve customer service issues, with direction from Shift Leader/Store Manager.
- Operate the Point-Of-Sale system.
- Yogurt and toppings preparation and storage duties.
- Yogurt machines and toppings bar stocking and cleaning.
- Cleaning and sanitation of the entire store – including equipment, floors, dining area, kitchen area, restrooms, and exterior areas.
- Maintain proper hygiene and sanitation in all operations. Adhere to and exceed all health department codes and rules.
- Adhere to proper practices to ensure food safety. Practice good personal hygiene and cross-contamination prevention.

- Assist with receiving, storage and preparation of all food items and supplies.
- Maintain all equipment as directed by the Shift Leader/Store Manager.
- Learn and follow the iTopIt Operations Manual.
- Help achieve customer service, profit (managing food and labor costs) and other assigned goals.
- Report directly to Shift Leader/Store Manager.
- Other responsibilities and projects assigned by Shift Leader/Store Manager.

### What We Are Looking For

#### **Personality Requirements:**

- Have **Passion for customer service**. You don't just pretend that customer service is important, you *believe* it!
- **Take pride in your work**. You have a strong work ethic and care about the quality of your work, and take pride in your workplace.
- Are a **People-person** who loves working and interacting with others.
- Have a great **personality** and **character**. You are friendly, kind, professional, honest, hard working, energetic, positive, self-motivated, dependable, and have a sense of humor.
- Are obsessed about **cleanliness** and **organization**. You clean and organize not because your boss tells you to, but because you can't stand it otherwise!
- Are **Professional, Confident** and **Compassionate**. You conduct yourself in a professional manner at all times. You have a strong and confident personality that allows you to handle difficult situations – including handling customer complaints and receiving direction from your manager. You enjoy working with others as part of a great team.
- **Desire to make a difference**. You will share in our vision and desire to create a place that people talk about – by delivering remarkable service and treating people (customers, employees, suppliers, neighbors, and the community) the right way.
- Have **high standards** for yourself, your work environment and your team.
- **Enjoy challenges and learning**. You truly enjoy new and constant challenges, and love to learn and get better at what you do.

#### **Experience & Skills Requirements:**

- Experience in a restaurant or other food service environment is helpful, but not required. Experience in the hospitality or retail industry is also helpful, but also not required.
- Excellent customer service skills.
- Availability and flexibility to work a schedule that may include nights, weekends, and holidays.
- Must be at least 16 years old, and have reliable transportation.
- Must be willing to submit to a criminal background and credit check.
- High School Diploma or equivalent preferred, but not required.

#### **Other Requirements:**

- Work Attire: iTopIt T-shirt (provided), slacks, closed-shoes.
- Ability to work a part-time or full-time schedule including nights, weekends, and holidays.
- Flexibility and availability to cover unscheduled shifts when necessary due to unexpected circumstances.
- Able to operate all equipment necessary to perform the job.
- Able to lift and carry items as necessary to perform the job.
- Must be willing to submit to a criminal background and credit check.

### **Education & Certification Requirements:**

- High School Diploma or equivalent preferred but not required.
- Complete Basic Food Safety Class (Offered by El Paso County Department of Health and Environment. This certification can be obtained after you are employed by iTopIt.)

### **What We Have To Offer**

At iTopIt we are truly passionate about delivering a remarkable customer experience. We understand and believe that in order to deliver exemplary customer service, we need to hire and keep the best employees. We must create and maintain a working environment that is professional, fair, safe, productive, rewarding and fun!

- ✓ Work with smart, experienced, passionate, professional and fun people.
- ✓ A clean and fun working environment.
- ✓ Comprehensive training program.
- ✓ Leadership and growth opportunities.
- ✓ Experience unique and rewarding challenges and plenty of opportunity as we expand.
- ✓ Be part of building the best experience in town!
- ✓ Equal opportunity employer.

### **Compensation & Benefits:**

- \$8.50 starting hourly rate.
- Team Bonus Plan.
- Periodic salary and bonus increases based on individual and store performance.