



HOWDY HOMEMADE ICE CREAM

Job Title: Shop Director

Job Category: Management

Job Location: Cary, NC

Job Description

ROLE AND RESPONSIBILITIES:

Howdy Homemade is on a relentless pursuit to create jobs for individuals with intellectual and developmental disabilities with the power of our smiles and amazing ice cream. A Shop Director for Howdy Homemade is designed to oversee operations in house and out of house. The Shop Director will work with a team of individuals with special needs by resolving conflicts and managing shifts whilst overseeing and carrying out in house operations and communicating needs of the store with the executive team. The shop director requires management and operational skills. Daily tasks include:

- Organize Catering Events
- Communicate with HR and Executive Team about operations in house
- Inspect Equipment
- Train and coach new Employees
- Order supplies (Ingredients, spoons, napkins, etc...)
- Handle last minute absences or emergencies
- Check cash Drawer
- Ensure Health and Safety standards are followed
- Address customer and employee complaints
- Foster and maintain a positive work environment

The shop director is required to manage all quality assurance for employees, products and customers. Ultimately, the assurance of a smooth and effectively running store is the utmost priority of the shop director.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School or Equivalent
- Driver's License
- US work authorization
- Food Handlers Certificate

PREFERRED SKILLS

- Experience in a managerial role
- Knowledge of the Industry
- Commitment to excellence
- Leadership skills
- Strong Problem-solving skills

Benefits:

- Flexible Schedule