

Comfy Cow, LLC Job Description

Job Title: Front Clerk

Reports to: Assistant Manager / Operations Manager

FSLA Status: Hourly

Summary of Position:

A Clerk is responsible for the day to day operation of store. Clerks serve as the face of the company because they are who the customer interacts with the most. A Clerk is to serve customers from start to finish, while providing great customer service and proving to be competent in their position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Perform ultimate Comfy Cow service
- Greet and serve customers
- Prepare all menu items
- Prepare waffle cone batter and make waffle cones and bowls
- Stock all paper and food items needed to serve customers
- Handle cash – make change
- Maintain a clean, fresh personal appearance at all times
- Participate regularly in staff meetings
- Address customer concerns
- Be familiar with store evaluation procedures
- Wash dishes according to guidelines set forth
- Maintain store cleanliness and ensure sanitation levels are met/exceeded
- Other duties as assigned

QUALIFICATIONS/SKILLS/EXPERIENCE

- Must have high energy and a warm, pleasant attitude
- Has strong verbal and communication skills
- Has good organization skills
- Is flexible with scheduling
- Has the ability to build a relationship with the customer and other staff members
- Has a good understanding of product knowledge and an outstanding sales ability
- Has a competitive spirit and a desire to sell
- Has the ability to radiate positive energy through the store

PHYSICAL DEMANDS

- Walks or stands for long periods of time
- May be required to lift up to 50 lbs.
- Required to operate equipment set at standard height
- Must reach, bend, stoop, lift, wipe
- Some repetitive motion may be required
- Must be able to access all small wares or product at varying heights of storage

WORK CONDITIONS

- Must be able and willing to work weekends and holidays
- Fast-paced restaurant environment, sometimes stressful
- Hazards include, but not limited to, slipping, tripping, burns, cuts, abrasions and falls.

NOTE: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.