



**Job Description:** Shift Lead (York Location)

**Non-Exempt:** At Will Part-Time Employee

**Position Summary:** The Lead is responsible for The Popcorn Loft's operational functions as well as some administrative functions. The Lead oversees day to day activities and ensures that our customers have an amazing experience in our store. The Lead is a trusted key-holder. A trusted key-holder is expected to open or close the store depending on the day.

**Essential Job Functions:**

- Be kind, courteous, positive, energetic, open-minded, creative
- Lead by example, not by words
- Serve customers and help them have an amazing experience every time
- Complete daily tasks (list on wall in store)
- Notify owner when ingredients are getting low and need to be purchased
- Help ensure that The Popcorn Loft is always clean in both appearance and environment
- Learn how to pop popcorn and make the cheese-based popcorn
- Take orders over the phone and work with owner to book large orders for fundraisers, weddings, graduation parties, corporate events, etc.

**Other Responsibilities as Assigned By Owners:**

- Occasionally work vendor events and/or market location (in 2023)

**ADA Requirements:**

- Continuously
  - o Standing/Walking
  - o Talking
  - o Lifting/Carrying 10 pounds or less
  - o Repetitive use of hands
  - o Getting buckets of popcorn off shelf
  - o Visual acuity to determine accuracy, neatness, cleanliness, and thoroughness of work assigned and determine safety of workplace and surroundings
- Frequently
  - o Lifting/Carrying 11-25 pounds
  - o Bending over
  - o Reaching
  - o Pushing/Pulling
- Environmental Conditions
  - o Occasionally around cleaning chemicals
  - o Occasionally around wet and or slippery floors
  - o Continuously working around others
  - o Periodically around popping machine with temperatures reaching up to 475 degrees

- **Qualifications and Educational Requirements:**
  - Must have high school diploma
  - Previous experience in customer service
  - Ability to work in a semi-fast-paced environment and stay focused on the task at hand
- **Supervision:**
  - Work with support staff and collectively oversee operations
  - Reports to owner
- **Compensation:**
  - Lead will be paid hourly and required to clock in and out
  - Paid bi-weekly
  - Raises and/or bonuses will occur depending upon companies' ability and employees performance and production
  - Does not have to clock in and out for breaks (owners pay for breaks)
- **Leads Hours:**
  - 30 hours per week
  - Combination of morning and evening hours with majority of hours coming between 10am-5pm
    - Can work around schedule if in college
  - Occasional Saturdays
  - Closed on Sundays
  - Hours during the holiday season (October-Christmas will vary depending on necessity)
  - Required to give availability to owner 1 month in advance (owner makes schedule 1 month at a time)
  - If you have a scheduling conflict once the schedule is completed it is your responsibility to work with another employee to cover your shift after you have spoken with the owner
  - Days The Popcorn Loft is closed: Sundays (except for a few vendor events), New Years Eve, New Years Day, Memorial Day, July 4<sup>th</sup> (store closed, working events), Thanksgiving, 12/24 (close at 3pm) – 12/28
- **Discipline:**
  - If discipline is required owner will talk to employee and make note of conversation in employee file
  - If continued discipline is needed, the employee will receive discipline in writing and such writing will be stored in employee file
  - Discipline can lead to termination at anytime

\*Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. The Popcorn Loft Owners reserve the right to change or assign other duties to this position at any time. \*

Interested candidates please fill out form on website.