

Job Title: Shift Supervisor/ Floor Supervisor- Customer Service

Location: West Carrollton
810 E. Dixie Dr.
West Carrollton, OH 45449

We are looking for outgoing, motivated, and independent individuals who can lead and supervise a team of employees while providing exceptional customer service to our guests.

Full-Time (40 hours/week) and Part-Time (24-30 hours/week) opportunities available

Open availability required, including nights and weekends. This position requires working at all three elé Cake Co. locations- West Carrollton, Austin Landing, and Beavercreek.

Our performance expectations are:

- To provide an exceptional experience to our guests
- Maintain clean and attractive bakery showcases
- Lead staff in cleaning and maintaining all retail areas, furniture, equipment, and fixtures
- Motivate and manage co-workers to work effectively as a team
- Direct and coordinate the activities of employees within their department
- Consult with other supervisors to coordinate operations and activities within or between departments
- Consult with management or subordinates to resolve employee problems
- Enforce food safety and sanitation regulations
- Recommend or implement measures to motivate employees and to improve service
- Conduct employee training
- Monitor staff hours and assist with scheduling
- Consult with management to assist with and execute personnel actions, such as hiring, evaluations, and promotions

We are looking for candidates with the following skills & characteristics:

- Experience working in customer service and/or the food service industry
- Passionate about great service and great products
- Detail-oriented
- Comfortable following established systems or solving problems on the fly, depending on the situation
- Ability to handle stressful situations in a calm manner
- Possesses strong interpersonal skills
- Comfortable giving performance feedback as well as development coaching to staff
- Computer skills
- Self-motivated and enjoys learning
- Communicates professionally in person and on the phone
- Is able to work independently and as a member of a leadership team
- Can handle multiple tasks at one time

Benefits include health insurance, paid holidays, paid vacation, and employee discount