**Retail Supervisor**
Kilwins Wheaton -Wheaton, IL
$12 an hour

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| Chocolate & Ice Cream Sales Position, fun location! (Downtown Wheaton)Kilwins Chocolates & Ice Cream is seeking an energetic and outgoing person to lead our dynamic team in serving chocolate, ice cream, and candy in the Downtown Wheaton location, Wheaton, iL. Applicants must be at least 18 years old.**Overview:** **Runs the daily operation of the retail store.** Greets and waits on customers, including scooping ice cream. Sets up displays, maintains inventory levels, stocks shelves, keeps store looking clean and neat at all times. Monitors and directs staff throughout shift.**Main responsibilities:** * Oversees opening and/or closing of the store.
* Supervises and assigns tasks to the staff during assigned shift.
* Assigns and follows through on break schedule for each employee.
* Monitors employee work habits and makes sure tasks are completed in a timely fashion.
* Serves customers by scooping ice cream, making shakes/sundaes, and retrieving products from chocolates cases.
* Cashiering; also controls flow of change and bills to/from safe.
* Writes up reports of employee behavior or customer complaints.
* Provides support to employees during peak periods or when scheduling conflicts arise.
* Welcomes customers.
* Ensures highest-quality customer service from self and all employees.
* Restocks merchandise.
* Assists with store inventory monitoring.
* Maintains store appearance and product presentation to Kilwins standards – clean and neat at all times.
* \* Demonstrates familiarity with all Kilwins products, descriptions, and business philosophies.
* Cleaning
* Packaging product for sale

**Required Knowledge, Skills, and Abilities:** * **Six months or more of retail and/or food service supervisory/management experience strongly preferred.**
* Works well with a team.
* Exhibits strong interpersonal and customers service skills.
* Maintains professional but friendly demeanor.
* Possesses physical strength necessary to move and stock merchandise.
* Is able to scoop ice cream repeatedly throughout the shift.
* Is physically able to work a minimum of 6 hours on your feet without a break.
* Manages time effectively and efficiently.
* *Pays close attention to detail.*
* Is capable of disciplining or reprimanding employees when necessary.
* Responds calmly and professionally to customers or other situations.
* Demonstrates ability to multitask.
* Exhibits broad familiarity with Kilwins production, organization, and history.
* Earns ServSafe Food Safety Manager certification within 60 days of beginning of the position.

**Schedule:** 30-40 hours per week. Must be available to close the store (10pm) at least three evenings per week, including one weekend evening (Fri/Sat/Sun). Year-round position. Significant potential for advancement for a friendly, organized, hard-working, motivational leader.**Pay Range:** $12.00+ per hour starting, based on availability and relevant experience. Plus cash tips divided among staff.**About Kilwins:** Kilwins has been providing Wheaton, IL and the surrounding area with fine chocolates, fudge, and delicious ice cream for over two years and has a reputation for quality product and a friendly atmosphere. Our key values are 1. Treat everyone the way you want to be treated; 2. Have fun; and 3. Do your best.**To Apply:** Respond to this ad with **current resume and cover letter** or stop by the store in person to pick up an application. We are located at 100 N. Hale in downtown Wheaton,ILJob Type: Full-timeSalary: $12.00 /hourJob Location:* Wheaton, IL 60187

Required education:* High school or equivalent
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