



**Job Title:** Senior Scooper & Supervisor

**Location:** Timboon Fine Ice Cream, Timboon

**Award:** Restaurant Industry Award 2020 (Food and Beverage Attendant - Grade 5)

**Reports to:** Management

### **Position Summary:**

We are seeking an enthusiastic and passionate individual to join our team as a Senior Food & Beverage Supervisor. In this role, you will be responsible for leading and supervising our friendly team, ensuring the highest level of customer service is provided. Your vibrant and accommodating personality will play a key role in engaging with our customers and ensuring their visit to the Ice Creamery is memorable and enjoyable.

### **About Us:**

Celebrating our 25th year of ice cream production, Timboon Fine Ice Cream is a locally owned & operated business since 1999. Our brand new factory is located in Timboon & we pride ourselves on using fresh, locally sourced milk and cream to create premium ice cream with a low carbon footprint.

Opened in December 2016, the Timboon Ice Creamery is a hugely popular destination for tourists and locals alike. We are proudly part of the Otways Harvest & 12 Apostles Food Artisans Gourmet Trails and engaging visitors in the region's offerings is a priority. We provide a complete visitor experience with sampling, scoops, milkshakes & drinks as well as local produce & goodies available to purchase all year round. Our Sundae School classroom delivers a complete 'cow to cone' info-tainment session for group bookings & Timboon Tiny Homes accommodation is located right next door making us the perfect getaway destination.



### **Key Responsibilities:**

- Provide exceptional customer service to all visitors, ensuring their experience exceeds expectations.
- Oversee day-to-day operations, ensuring smooth and efficient service.
- Scoop & serve our delicious ice cream, milkshakes & drinks
- Train, mentor, and supervise junior staff members to maintain high standards of service.
- Operate the till and manage orders & transactions accurately.
- Maintain cleanliness and presentation of the outlet, ensuring it is always welcoming.
- Manage stock levels, including ordering supplies and conducting regular inventory checks.
- Liaise with sales teams, delivery personnel, and tradespeople to ensure all operational needs are met.

### **What We're Looking For:**

- Previous experience in a similar role within the hospitality industry is preferred.
- Excellent presentation skills
- Strong communication, interpersonal, and time management skills.
- Friendly, outgoing personality with the ability to engage guests
- Ability to lead & work effectively in a team
- Ability to work well under pressure in a fast-paced environment.
- Flexibility to work various shifts, including weekends and public holidays.
- Working with Children's Check (WWCC) or willingness to obtain

### **Perks:**

- Be part of & lead a fun, supportive team!
- Meet interesting and awesome people every day.
- Gain valuable experience with a growing local brand and 'must-visit' destination for locals and tourists alike.
- Staff discounts & free ice cream during your shifts