

# Ice Cream Retail Store Manager (Captain)

---

Marianne's Ice Cream

Santa Cruz, CA 95060

Full-time

## Job details

Job Type: Full-time

## Qualifications

- Restaurant Experience: 2 years (Required)
- High school or equivalent (Preferred)

## Full Job Description

Marianne's Ice Cream is a Santa Cruz landmark, serving the community for almost 75 years. We serve delicious, handmade, super-premium ice cream at our retail scoop shops, several wholesale locations & restaurants and at catering events across the Santa Cruz and larger Bay area. We are looking for a full-time, salaried Retail Store Manager "Captains" to join our growing team.

The Captain will join a team of managers who are responsible for the success of Retail Operations at 4 different Marianne's retail locations in the Santa Cruz area. Success at Marianne's happens when customers are happy, staff are motivated, and everyone is eating ice cream!

FT Salaried Non-Exempt

Hourly Equivalent Wage: \$17- \$22 plus tips (commensurate of experience)

**REQUIRED:**

Here at Marianne's, we believe every person has a right to be happy and successful in their job. To that end, we employ the globally recognized leader in workplace assessments, The Predictive Index, to ensure candidate fit for every role. Please take five minutes to do the Predictive Index Behavioral Assessment (BA) survey. (And yes, it really just takes five-minutes!). This is not a test; there are no right or wrong answers. Just be relaxed about it and don't overthink your choices. You will automatically receive your results within a minute of completing the assessment. Again, our goal is to ensure we are providing you with everything you need to be happy and successful.

**Here's the link:**

**<https://assessment.predictiveindex.com/bo/88Q/CaptainCandidates>**

This survey is available in 70 languages. Please choose your native language to take the assessment. We'll be in touch no more than 3-5 business days after you complete the assessment.

**Who You Are:**

You are a bright, upbeat, energetic person who loves being with other people. You've worked with and managed young people before and you're passionate about making other peoples' days better. You love to make

things look beautiful. You are patient, kind and respectful. You understand that small businesses require a lot of flexibility. You like learning and making an impact in your community! You like working with a team and you're creative and independent when you need to make decisions on your own. You like fast-paced work environments and being on your feet. You have grit and won't stop until the job is done right!

**Responsibilities Include (but not limited to):**

Maintaining the success of Marianne's Retail Operations by participating in or leading any of the following tasks:

- Managing the day-to-day operations of a Marianne's scoop shop (with the ability to cover or rotate between the shops as needed).
- Manage the schedule for your shop once it is posted (calling people in on busy days, handling call-outs and finding replacement workers, checking the weather and upcoming events that might impact schedule needs etc)
- Help train all staff members
- Manage training expectations and re-train staff as needed
- Keep a positive vibe on every shift and motivate the team to be successful
- Maintain the shops themselves (keep an eye on equipment, facilities, regular and irregular maintenance needs and communicate often when something isn't working)
- Have a presence On the Floor (answer customer questions and handle complaints, support staff members in real time, keep shops clean and the line moving quickly)
- Provide excellent customer experience and manage customer complaints when things don't go as well as planned
- Provide leadership, mentorship, and motivation for team members
- Verify cash transactions, safe drops, and money is accurate each day. Reconcile and track any discrepancies
- Attend regular meetings with management and ownership team

- Scoop ice cream and serve customers!
- Participate in company events and gatherings

Please note: this list, although extensive, does not define all job tasks and responsibilities. These are the main accountability metrics for how we will measure success in this role. You may be asked to “wear different hats” at times and flexibility and positivity is key.

Thank you again for your interest in the Captain- Store Manager role here at Marianne's!

### **Qualifications/ Requirements**

- 2-5 years management or leadership experience
- College degree preferred but not required
- Loves ice cream

### **Job Type**

Full-time

\*Salaried non-exempt 35-40 hours

Salary pay bi-weekly, +tips for on the floor shifts

\$17- \$22/ hourly equivalent + tips

### **Benefits**

- Competitive salary and bonus opportunity commensurate of experience.
- Paid time off: Some sick time and vacation pay after 1 year of service. 1 week PTO for 1st year, 2 weeks after 2nd year. Cannot take time off in Summer Black-out dates. PTO accrual begins after first 90 days.

- 401K retirement plan and 401k matching of 3% of annual salary deposited into your retirement plan after 1 year of service.
- Employee discount
- No health benefits available at this time but Marianne's is growing, and additional benefits are being researched for 2021.
- Benefit Conditions: Waiting period may apply. Only full-time employees eligible

### **Schedule**

- Must be flexible and available to work evenings and weekends.
- Schedule will be Fridays-Mondays with 1 additional weekday evening shift.
- Schedule may shift due to seasonality and demand.
- Holidays must be requested off in advance and you will be required to work some holidays
- 8 hour shift
- Night shift
- On call

### **Location**

Marianne's has 2 scoop shops and will be opening a 3rd in 2022. You will be required at times to rotate between the 3 locations and must have a vehicle to travel between the shops. You will be responsible for 1 of the 3 locations.

Marianne's also hires on behalf of our Polar Bear Ice Cream, located in Capitola, CA.

Santa Cruz- Ocean Street  
1020 Ocean Street  
Santa Cruz, CA 95060

Seacliff  
218 State Park Drive  
Aptos, CA 95003

Fair - Plant - Coming Soon  
1201 Fair Ave  
Santa Cruz, CA 95060

Capitola- Polar Bear  
104 Stockton Ave  
Capitola, CA 95010

**Supplemental Pay:**

- Bonus pay
- Tips

**Education:**

- High school or equivalent (Preferred)
- This Job is open to applicants who do not have a college diploma

**Experience:**

- Restaurant Experience: 2 years (Required)

Company's website:

[www.mariannesicecream.com](http://www.mariannesicecream.com)

Company's Facebook page:

<https://www.facebook.com/mariannesicecream/>