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## Job Description

**Position Title:** Customer Service Representative  
**Pay Rate:** \$15 hour  
**Seasonal - Weekends**

**Creation/Review:** March 2024  
**Hours:** 16-20 hours/week  
**Memorial Day – Labor Day**

### **Summary**

Our Maple Sugarhouse is seeking an upbeat person to join our “Team Maple”! Our ideal candidate is someone who can represent Silver Lake Syrups, provide quick, friendly, and effective customer service with a great attitude. In this role, you will greet customers, prepare delicious Maple Creemees, assist with merchandizing, restock inventory, and maintain a clean and organized work area. You will interact in a friendly and professional manner with patrons and employees.

### **Duties & Responsibilities**

The following duties and responsibilities reflect the essential functions of the position, but do not restrict assignment of additional tasks.

- I. Maple Creemees**
  - a. Deliver a pleasant guest experience
  - b. Fill orders by dispensing Maple Creemees into either a cup or a cone
  - c. Complete accurate money transactions
  - d. Stock items such as cones, cups, spoons, and napkins
  - e. Daily Cleaning of ice cream machines
  - f. Maintain clean work area
  - g. Adhere to health and safety guidelines
- II. Retail and Merchandise**
  - a. Greet and interact with customers
  - b. Restock inventory
  - c. Build / set up merchandise displays
  - d. Tidy up shelves, keep retail areas clean
  - e. Get familiar with maple sugaring process and answer guest’s questions
  - f. Process payments and refunds
- III. Content Creation / Social Media**
  - a. Opportunity to create, post, and interact with business social media pages

### **Required knowledge and Competencies:**

- Must be at least 16 years old
- Proficient reading, math and cash handling skills required
- Practical skills, dexterity, customer service, good numeracy skills, attention to detail
- Ability to stand for extended periods of time, ability to lift 25lbs
- Demonstrated proficiency in the use and understanding of a computer and computerized register system
- Completed Learn2Serve Food Handler Training Course, or ability to complete the 2-hour course before first shift (to be paid for by the employer)