

Job Description - Scooper

Employment Requirements:

- ❖ Must be a minimum of 14 years of age
- ❖ Able to lift heavy objects
- ❖ Work on feet in a fast-paced environment for hours at a time
- ❖ Work in hot or cold environments (i.e. help restock freezers)
- ❖ Excellent customer service skills an asset
- ❖ Outgoing, friendly & positive attitude
- ❖ Able to work alone or in a team environment
- ❖ Previous cash handling an asset

Job Description:

MacKay's Scooper's are the front-line staff, providing customer service, cash handling & general information about the Town of Cochrane & area. They are also responsible for the general inventory, cleanliness and appearance of the retail store. Be a team player and help other Scoopers and Key Holders on busy days.

Job Duties:

- ❖ Provide efficient, friendly and excellent customer service
- ❖ Product knowledge, whereabouts, and the ability to explain specific product details
- ❖ Prepare orders correctly & within company guidelines (i.e. 3 Oz scoops)
- ❖ Total orders, accept & process payments (both cash, debit/credit), and provide correct change
- ❖ Restock ice cream, supplies and merchandise as necessary
- ❖ Follow all Policies, procedures and guidance regarding Organizational Health and Safety as set out by MacKay's and also Food safe guidelines and regulations set out by Alberta Health Foodservice
- ❖ Other duties as assigned

Compensation: Minimum wage to start, plus 4% vacation pay

Mackay's encourages employees to take initiative, and supports individuals willing to further improve their leadership, team building & time management skills. MacKay's also encourages employees to engage in community activities and gain an interest and understanding of Cochrane and its rich history!

MacKay's staff enjoy a variety of incentive programs. Including but not limited to receiving a free Ice Cream Birthday Cake.

Did You Know?

Staff scooped over 160,000
scoops of ice cream last summer!