



EMPLOYMENT JOB DESCRIPTION

POSITION: WHOLESALE/ONLINE MANAGER

TIME: FULL TIME| 40HRS/WEEK

STARTING PAY RATE: \$20/HR.

❖ BENEFITS (BEGIN IMMEDIATELY):

- UNLIMITED DRINKS (ESPRESSO, HOT CHOCOLATE, SOFT DRINKS, ETC.) FOR THEMSELVES.
- ONE ALCOHOLIC DRINK PER SHIFT
 - AVAILABLE ONLY AFTER CLOSING AND THE EMPLOYEE IS 21 YEARS OF AGE.

❖ BENEFITS (BEGIN AFTER 3 MONTHS OF HIRE DATE):

- MONTHLY STORE CREDIT OF \$50
 - MONTHLY STORE CREDIT OF \$100 DURING THE MONTH OF DECEMBER
- YEAR-END BONUS - TO BE DETERMINED
- PROFIT SHARE AT 2% OF MONTHLY SALARY (IF MONTHLY FINANCIAL GOALS ARE ATTAINED)

❖ BENEFITS (BEGIN AFTER 6 MONTHS OF HIRE DATE):

- \$300/MO. INSURANCE STIPEND
- VACATION: UP TO 3 WEEKS/YEAR (UNPAID) - A TOTAL OF 15 REGULAR SHIFTS WILL BE ACCOMMODATED PER CALENDAR YEAR (BASED ON HIRE DATE).
 - NO VACATIONS SCHEDULED NOVEMBER 1 - JANUARY 10.
- SICK DAYS: UP TO 24 HOURS (3 DAYS) PER CALENDAR YEAR PAID SICK LEAVE.

REPORTS TO: GENERAL MANAGER

❖ MAIN DUTY: PROVIDE EXCEPTIONAL SERVICE TO CUSTOMERS AND COWORKERS

- GREET EVERYONE THAT COMES THROUGH THE DOOR IN A REAL, PERSONAL AND ENGAGING MANNER
- CREATE FRIENDLY RAPPORT WITH ALL CUSTOMERS AND CLIENTS

❖ THOROUGHLY UNDERSTAND AND BE ABLE TO EDUCATE CUSTOMERS ON ACC PRODUCT LINE

- ASK AND LISTEN TO WHAT CUSTOMERS ARE SEEKING AND ASSIST ACCORDINGLY

❖ RETAIL SHOP AREA

- KEEPING CHOCOLATE PRODUCTS STOCKED AND ORGANIZED APPROPRIATELY IN STORAGE AREAS
- ALERTING KITCHEN MANAGER OF LOW PRODUCT INVENTORY
- OPERATE REGISTER IN EFFICIENT AND FRIENDLY MANNER

❖ SPECIAL ORDERS

- MANAGE SPECIAL/LARGE ORDERS AND DUE DATES
- COMMUNICATE WITH FRONT OF HOUSE TO MAKE SURE ORDER IS CLEAR
- COMMUNICATE WITH KITCHEN IF SPECIAL ITEMS NEED TO BE MADE

❖ ONLINE ORDERS

- FULFILL DAILY ONLINE ORDERS
- COMMUNICATE WITH CUSTOMERS ABOUT POTENTIAL ISSUES WITH THEIR ORDER
- KEEP SHIP STATION AND WOOCOMMERCE UP TO DATE

❖ WHOLESALE ORDERS

- COMMUNICATE WITH WHOLESALE CUSTOMERS ABOUT THEIR ORDERS
- CREATE INVOICES
- PACKAGE ORDERS FOR DELIVERY OR SHIPMENT
- BACK-UP DELIVERY DRIVER

❖ ORDERING SUPPLIES TO MAINTAIN ORDER COMPLETION

TO APPLY PLEASE SEND YOUR RESUME AND COVER LETTER TO: INFO@ANIMASCHOCOLATECOMPANY.COM