

## Assistant Manager | Sweet Wynn's

Location	Sweet Wynn's 1209 E Main Street, Suite A Richmond, Virginia 23219	Working Hours (Part-Time)	Fri, 5:30 PM - 11:30 PM Sat, 9:00 AM - 7:00 PM Sun, 9:00 AM - 7:00 PM
Salary	\$20.00 - \$25.00 per hour	Age Requirement	21+

### Description

Sweet Wynn's is an ice cream making workshop located in Downtown Richmond that focuses on teaching our guests how to create premium ice creams from scratch. We strive to create an unforgettable experience that brings joy to ice cream lovers around the world.

We are seeking a dynamic and experienced Assistant Manager to help oversee the daily operations of our ice cream workshops. The Assistant Manager will play a key role in managing staff, ensuring a top-notch customer experience, and maintaining operational excellence. This position requires leadership experience.

### Responsibilities

- Manage and supervise workshop staff, providing guidance and support to ensure smooth operations.
- Ensure an excellent customer experience, addressing customer needs, concerns, and feedback promptly and professionally.
- Manage and track inventory, ensuring stock levels are maintained.
- Ensure compliance with food safety regulations and standards.
- Coordinate private event schedules, communicate with event hosts to confirm details, and ensure seamless event execution.
- Assist with marketing efforts, including event promotion and social media support.
- Perform administrative duties such as managing payroll, employee shift scheduling, and attendance tracking.

### Requirements

- Must be at least 21 years of age.
- Experience in Microsoft Excel and Microsoft Word.
- Proven experience in leading and managing a team.
- Excellent communication and customer service skills.
- Willingness to obtain certification as a VA ABC manager.
- Certified Food Protection Manager (CFPM) Certification preferred.