



Chocolate Consultant Job Description

Position Summary: This position generally ensures that the needs of the customers are met on a daily basis and is instrumental in chocolate production on the premises.

Essential Duties and Responsibilities

- Ensure opening and closing store duties are completed daily.
- Sell edible products and merchandise, while developing/gaining a knowledge/expertise of both.
- Fill customer orders in a complete, accurate, and timely manner.
- Provide excellent customer service, meaning efficiently, effectively and professionally filling customer orders and requests for products within the store policies and guidelines.
- Attend to customer concerns and complaints to the satisfaction of the customer, under the guidance of Management and within the store policies and guidelines.
- Prepare/Make chocolate confections as instructed/ assigned by the Member Manager or the Production Manager, which includes the operation of chocolate dipping machines.
- Notify management of any supply needs/low supply stock.
- Order products, supplies, and merchandise if/as directed and approved by Member Manager, adhering to budgetary constraints.
- Assist in inventory of supplies and products, as directed by Member Manager.
- Maintain organization and labeling of supplies and storage areas for maximum efficiency. Assist with reorganization, as directed by Member Manager.
- Maximize profit through efficient supply orders and stock production, ensuring and minimal waste.
- Monitor daily production duties, document progress, and work with coworkers to ensure daily duties (orders, stock replenishment, etc.) are completed.
- Monitor, track and document product stock for holidays as directed by Member Manager (ex: see tracking sheets).
- Exercise care in the handling of store property and equipment, requesting Manager assistance where appropriate to do so.
- Wear and Role Model the use of health and safety clothing, accessories and equipment to ensure public and food safety.
- Ensure that the cleanliness of the store is maintained to the highest standards and according to current legal directives by the Health Department and other relevant governmental agencies.
- Attend and participate in staff meetings and business meetings to improve operations.
- Attend and participate in food handling, service and preparation training as directed by Management.
- Ensure that all trade secrets in processing, supply acquisition and the like are protected.
- *Complete other duties as assigned by Member Manager and Production Manager.*

Employee Signature

Date

Member Manager Signature

Date