



Job Description: Support Staff

Non-Exempt: At Will Part-Time Hourly Employee

Position Summary: The Support Staff is responsible for Dough & Arrows operational functions.

Essential Job Functions:

- Be kind, courteous, energetic, and happy when performing all aspects of this position.
- Lead by example, not by instruction.
- Serve customers
- Complete daily chores
- Notify the Lead of any supplies that are getting low.
- Follow proper sanitation and cleaning procedures.
- Understand the use of the cash register and how to accept each form of payment.
- Ensuring Dough & Arrows is clean, organized, and operational.

Other Responsibilities as assigned by the Owners:

- Work private events, fundraisers, and off-site events as needed.

ADA Requirements

- Continuously
 - Standing / Walking
 - Talking
 - Grasping
 - Lifting/Carrying 10 pounds or less
 - Repetitive use of hands and arms
 - Visual acuity to determine accuracy, neatness and thoroughness of work assigned and determine safety of workplace surroundings (kitchen, storage, guests etc.)
- Frequently
 - Lifting/Carrying 11 to 25 pounds
 - Bending Over
 - Reaching
 - Pushing/Pulling
- Environmental Conditions
 - Occasionally around cleaning chemicals
 - Occasionally around wet, slippery floors or surfaces
 - Continuously working with others

Qualifications and Education Requirements:

- Previous experience in customer service and food service preferred.
- Must have GED or High School Diploma

Supervision:

- Reports to Lead and/or Manager

Compensation:

- Support Staff will be hourly and required to punch in/out.
- Support Staff will have the ability to work private events, fundraisers, and off-site events.
- Support Staff will not be compensated for any closed Holidays, closings due to inclement weather, or for any unforeseen circumstances.

Support Staff Hours:

- Support Staff will be required to be flexible with his/her schedule to accommodate winter and summer hours. No overtime will be paid.
- You are required to give your availability to the owner, the schedule will be completed by the owner a minimum of 2 weeks in advance.
- If you have a scheduling conflict once the schedule is completed it is your responsibility to find another employee to exchange shifts or cover your shift.
- If you must call off for unforeseen circumstances, you must contact the owner no later than 2 hours prior to the beginning of your shift.
- Due to call offs and/or any open shift the Support Staff hours could be changed at Owners discretion to ensure shift coverage.
- Dough & Arrows will be closed for Easter Sunday, Thanksgiving Day and Christmas Day. Any other Holiday closings will be at the Owners discretion.

Discipline:

- If discipline is required for any reason the employee will receive the discipline in writing by the Owner. Copies of the discipline will be placed in the employee's file.
- Discipline can lead to termination at any time.

*Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. Dough & Arrows Owners reserve the right to change or assign other duties to this position at any time. *

By signing below, you agree that you have read the job description and was provided a copy for your records.

Employee Printed Name

Date

Employee Signature