

Keyholder / Shift Lead

Pink Coyote Dessert Co. is a fast-paced, quality-driven dessert shop seeking a Keyholder / Shift Lead to support daily operations and lead shifts on the floor. This is a **hands-on leadership role**, ideal for someone early in their career who wants real responsibility, leadership experience, and clear expectations in a professional environment.

This is **not** a desk-based or supervisory-from-the-sidelines role. Keyholders work alongside the team for the entire shift while leading operations.

This position is paid hourly and participates in a tip share. Average tip earnings are reflected in the posted pay range.

Availability to work nights, weekends, and holidays is required

About the Role

Keyholders are trusted leaders on shift and play a critical role in how the shop runs day to day. You will open and/or close the shop, actively work on the floor serving customers, and be the point person for staff questions, delegation, and real-time decisions.

You will be trained and supported, but must be comfortable leading others, enforcing standards, and staying calm in a loud, customer-facing, high-volume environment.

Responsibilities

- Perform all duties of a scooper and barista while leading the shift
 - Open and/or close the shop independently.
 - Lead shifts **while actively working on the floor alongside the team**
 - Delegate tasks and coordinate 2+ team members during service
 - Prepare and oversee food and beverage production to company standards
 - Coach proper preparation, portioning, and customization
 - Answer staff questions and make real-time operational decisions
 - Handle cash, deposits, and tip distribution
 - Mitigate customer service issues as they arise
 - Maintain cleanliness, safety, and store operating standards
 - Communicate and implement policies and updates from management
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Schedule & Availability

- Availability to work **nights, weekends, and holidays is required**
 - Flexible scheduling based on business needs
 - Year-round positions (30+ hours/week) and seasonal roles (March–October) may be available
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Qualifications

- Food service experience required
 - Minimum of **6 months–1 year of leadership, shift lead, or task delegation experience**
 - At least 6 months of consistent customer-facing experience with frequent guest interaction
 - Ability to stay calm, professional, and organized in a fast-paced, high-volume environment
 - Strong communication and reliability
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Certification Requirement

- **ServSafe Manager certification required within 30 days of hire**
(Cost reimbursed once certification is obtained)
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This Role Is a Good Fit If You:

- Like being trusted with responsibility
 - Are comfortable leading while doing the work yourself
 - Can manage multiple priorities without getting overwhelmed
 - Want to learn new skills and apply them quickly
 - Want leadership or management experience you can build on
 - Prefer clear expectations over constant supervision
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This Role Is Not a Good Fit If You:

- Are looking for a casual or low-responsibility job
 - Prefer a leadership title without hands-on work
 - Need constant direction or reassurance
 - Feel overwhelmed when multiple people need you at once
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What We Offer

- Higher hourly pay than entry-level roles, plus tips
- Structured training and clear expectations
- A professional, supportive, team-forward work environment
- Opportunities to grow into senior leadership or management roles

This doesn't have to be your forever job — but while you're here, we expect you to take it seriously.

To Apply

Please include a short note about:

- Why a hands-on leadership role like this appeals to you
- Resume reflecting required experience