

Keyholder / Shift Lead (evening shift)

This position is paid hourly and participates in a tip share. The average tip share range is reflected in the job posting. Evening shifts consistently earn higher tip averages than daytime shifts

We are seeking a dedicated and dynamic Key Holder to join our team. This role is essential to the daily operations of our shop, supporting smooth store openings and closings, delivering exceptional customer service, and helping create a positive, supportive work environment.

The ideal candidate is a reliable leader who leads by example, communicates clearly, and enjoys working alongside their team in a fast-paced, fun, and collaborative setting. A passion for dessert and hospitality is a must. This is a hands-on, team-forward role. You'll be on the floor with your crew, not managing from the sidelines.

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 during rushes.

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

- This role is primarily **evening-based (3:30pm–10:30pm)**, which is when our shop is busiest.
 - Availability to work **nights, weekends, and holidays is required**
 - Weekend availability is expected.
 - Year-round positions (30+ hours/week) and seasonal roles (March–October) may be available
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Qualifications

- Food service experience desired will consider retail or coffee experience
 - Minimum of **6 months–1 year of leadership, shift lead, or task delegation experience**
 - Comfortable working in a fast-paced, high-volume environment
 - 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
 - Someone who leads by example and stays positive under pressure
 - Opportunity to grow into Senior Keyholder or management roles
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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
 - 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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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
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To Apply

Please include a short note about:

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