

Pay: \$16.00 - \$22.00 per hour

Keyholder

This position is paid hourly and participates in a tip share. The average tip share range plus hourly pay is reflected in the job posting.

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.

Nights and weekends are required.

Why You'll Love Working Here

- A fun, positive, team-first environment where everyone pitches in
- A leadership role that's hands-on and collaborative, not behind the scenes
- A workplace that values reliability, growth, and showing up for one another
- Great energy, great desserts, and great people
- The opportunity to build leadership skills in a fast-growing local business

Duties

- All responsibilities and duties of scooper+ barista
- Ensure that shifts run smoothly and mitigate personnel issues as they arise.
- Lead from the front. Maintain a positive and productive work environment.
- Appoint duties to FOH staff while on shift.
- Bring personnel issues including tardy arrivals and other violations of company policy to the attention of the FOH manager.
- Divide and distribute cash tips
- Open and close the shop ensuring proper set up and breakdown procedures.
- Communicate and implement policies and changes from upper management
- Mitigate customer service issues as they arise
- Become knowledgeable on our products
- Become fluent in the POS system
- Obtain ServSafe Manager certification within 30 days of employment. Cost is reimbursed once test is passed.

Skills

- Food Service experience required
- Leadership responsibilities of a minimum of 1+ year required
- Strong customer service skills with the ability to communicate effectively with diverse clientele.
- Experience in food service
- Reliability
- Ability to handle fast pace and high volume