



Job Title: Counter Staff / Sales Associate

Job Summary: Our counter staff is relied on to expertly receive an intake of customized specialty orders including cakes, cupcakes, and more. We are looking for a reliable and friendly sales associate to independently run the front of the store on a regular, day-to-day basis. The ideal candidate will be able to accurately receive payments through our point-of-sale system (Clover), and will be able to engage in a friendly and welcoming manner to all customers who visit our store. We are seeking an individual who can be flexible with work hours, and displays a positive and friendly attitude when interacting with customers and coworkers. Weekday, weekend, and holiday availability required.

Responsibilities: Counter staff are required to...

- Receive payments and issue refunds in accordance with store policies
- Maintain a safe and clean working environment
- Memorize product and service offerings
- Answer customer questions and provide accurate information on procedures or product offerings
- Maintain accurate communication with supervisors, event staff, and kitchen employees
- Correspond with customers via email or over the phone
- Fill inventory and boxes
- Accept an intake of detailed, specialty orders
- Resolve customer complaints

Qualifications & Skills:

- 1+ year experience in a customer service role required
- Experience in food service industry preferred
- Ability to prioritize competing tasks efficiently

- Daytime weekday, weekend, and holiday availability required
- Exceptional organization and time-management skills
- A team player with a can-do attitude
- Excellent communication skills
- Positive and helpful attitude towards customers and coworkers
- Ability to lift 25+ pounds

Location: 4001 Kennett Pike Suite #134, Greenville DE, 19807

About Us:

CupKate's is a Boutique Bakery specializing in custom party cakes, cookies, cupcakes, macarons, and more. CupKate's offers grab and go sweets as well as custom orders. CupKate's mission is to provide high quality custom baked goods to customers essentially making their life sweeter. CupKate's believes in the phrase "Make Life Sweet" in their mission to create custom items in the efforts to make customers feel special and their events even more memorable.

CupKate's believes in a flexible and balanced work life and wants to provide a fun and uplifting atmosphere for its employees as well as customers.

Send resumes to cupkatescakebakery@gmail.com.